

## **Privacy policy (March 2022)**

### **Protection of your privacy**

This privacy policy applies to the activities of the various Lochard Energy entities operating in Australia\* (**Lochard Energy**). We are committed to respecting your privacy and protecting your personal information in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) (**Australian Privacy Principles**).

This privacy policy explains how we deal with your personal information and how to contact us if you have queries or requests about our management of that personal information. We may change this policy from time to time and the updated version will be posted to our website. You should refer to our website from time to time to view the current version of this privacy policy.

### **What kinds of personal information do we collect?**

'Personal information' has the meaning given to it in the Privacy Act 1988 (Cth) and includes information about you that is reasonably capable of identifying who you are.

The kinds of personal information we collect and hold about you will depend on the circumstances of collection, including whether we collect the information from you as a customer, supplier, stakeholder, community representative, job applicant or in some other capacity.

Personal information we collect may include your name, address, telephone number, date of birth, other forms of identification and other contact information. If you deal with us in some capacities (for example, as a community representative or other stakeholder), we may also collect any information that you choose to provide to us.

We may also collect sensitive information about you. We will only collect sensitive information about you with your consent (unless we are otherwise allowed or required by law to collect that information). Sensitive information includes information in specific categories, such as information about your health, race, ethnic origin or religious beliefs.

If we're unable to collect your personal information, we may not be able to provide you with our products or services or do business with you or the organisation with which you are connected.

If you provide us with personal information about another person, we understand that you will make sure that they have agreed to you doing this and you will tell them about this privacy policy.

### **How do we collect your information?**

We may collect personal information in a variety of ways, including from you directly (including when you interact with us in writing, electronically or via telephone), when you visit our website, engage with us as a stakeholder or community representative, participate

in forums or events that we organise or promote, or when we supply products or services to you or you supply them to us.

### **How do we use your information?**

We use personal information for a variety of purposes to effectively conduct and manage our business, including:

- to provide our customers and prospective customers with information about us and our products and services
- to ensure safety at our sites
- for conducting appropriate checks for credit-worthiness and for fraud
- to comply with our legal and regulatory obligations
- in connection with the engagement of contractors and managing our relationships with our suppliers
- to engage with our stakeholders in the communities in which we operate
- to consider job applicants for current and future employment.

We may also use your information for other purposes required or authorised by or under law (including purposes for which you have provided your consent).

### **Who do we share your information with?**

To help us achieve the purposes listed above, from time to time we may disclose personal information to other persons including:

- to other Lochard Energy entities or our investors for those same purposes
- our service providers, contractors, suppliers and agents who assist us to provide products and services and to administer, manage, develop and grow our business
- credit providers and credit reporting
- government and regulatory authorities
- our professional advisors (such as auditors and lawyers)
- any other entity to whom we are required by law or court order to disclose it to.

The disclosures described above may involve your personal information being sent to overseas recipients in some contexts (for instance if any of our service providers are overseas). Countries in which such third parties may reside include the Philippines. We will take reasonable steps to ensure that any overseas recipients of our personal information will comply with the Australian Privacy Principles.

### **How do we store your information?**

We may store your information in hardcopy and/or in electronic form. We take reasonable steps to protect the personal information we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure.

### **How can you correct or access your information?**

Contact us if you would like to access the personal information we hold about you or if the personal information we hold about you is inaccurate, incomplete or out of date. In most circumstances we will provide you with access to, or correct, your personal information. If we cannot do so we will explain the reason for this.

### **Third party websites**

Our website may contain links to third party websites. We are not responsible for the content and the privacy practices of third party websites and do not endorse or authorise their content.

You should familiarise yourself with each website's privacy policy and make your own decision about providing personal information when visiting those sites.

### **What if you have a complaint?**

Please contact us using the details below if you have any concerns or complaints about the way we have collected or handled your personal information. We will investigate your complaint and respond to you in writing within 30 days. If you are not satisfied with our response, you can contact us to discuss your concerns or lodge a complaint with the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)).

### **How to contact us**

You can contact us by emailing the Lochard Energy General Counsel & Company Secretary (Paula Walker, [paula.walker@lochardenergy.com.au](mailto:paula.walker@lochardenergy.com.au)) to:

- arrange access to or correction of personal information about you
- request a hardcopy of this privacy policy
- enquire generally about privacy matters
- discuss any issues relating to our privacy policy

\*Lochard Energy entities:

Lochard Energy (Iona Operations) Pty Ltd  
Lochard Energy (Iona Operations Holding) Pty Ltd  
Lochard Energy (Iona Operations) Trust  
Lochard Energy (Iona Operations Holding) Trust  
Lochard Energy (Iona Gas Storage) Pty Ltd  
Lochard Energy (Iona Gas Storage Holdings) Pty Ltd  
Lochard Energy (Iona Asset) Pty Ltd  
Lochard Energy (Iona Asset Holding) Pty Ltd  
Lochard Energy (Iona Asset) Trust  
Lochard Energy (Iona Asset Holding) Trust  
Lochard Energy (Iona Finance) Pty Ltd  
Lochard Energy (Iona Heytesbury) Pty Ltd