



## Introduction

1. This policy describes how Whitehaven Coal Limited and its subsidiaries (referred to in this policy as **Whitehaven** or “we”) manage any personal information we hold about you.
2. In this policy, “**personal information**” means information about an identified person or a person who can reasonably be identified.

## Collection of personal information

3. Whitehaven collects personal information from you either directly (such as when you submit information through our website or otherwise interact with us) or indirectly from your interactions with third parties we interact with, including:
  - Our business partners, suppliers and customers.
  - Our shareholders and share registry platform.
  - Community stakeholders and relevant government agencies.
4. The types of personal information that we collect about you may include:
  - Identification data – for instance, your name, job title, gender, photograph, and date of birth.
  - Contact details – for instance, your address, telephone number and email address.
  - Recruitment related information – for instance, employment history, qualifications, character and screening checks and other provided information (including sensitive information provided).
  - Usage analytics – information we collect when you use our website or other IT resources, such as server log information and location information.
  - Security and safety information – this includes information about access and attendance to Whitehaven premises, sites and physical assets (such as security records about times of entry and exit and information collected through CCTV) and details about your use of our premises, sites and assets.
  - Correspondence information – this includes communications with you (including concerns or complaints flagged by you or any feedback or survey responses that you supply us) and other information you voluntarily provide to Whitehaven.

## Why do we collect, retain and use your personal information?

5. The collection, retention and use of personal information is an important aspect of conducting our business – this includes managing our contractual relationships, recruitment, monitoring access to our website and IT systems, managing safety and security risks, and complying with our legal obligations.
6. Personal information may also be collected and processed by Whitehaven for additional purposes where there is a lawful basis or you have provided your consent.

### ***Sensitive personal information***

7. From time to time, we may need to collect, retain and process sensitive personal information about you (such as health or medical information, criminal history checks, or your racial or ethnic origin), but we will only do this where it is reasonably necessary for the conduct of our business and either you have provided your consent or the collection is otherwise permitted by law.

### **Cookies**

8. Cookies are text files containing data that are stored in your web browser and sent back to our website when you next visit.
9. Our website uses cookies to distinguish you from other users of our website, monitor your use of our website and personalise your visit when you browse our website.
10. You can set or amend your web browser controls to accept or refuse cookies. If you choose to reject cookies, our website may not function correctly.

### **Whom we share your personal information with**

11. We may share your personal information with entities (some of whom may be based overseas), including but not limited to:
  - Our related bodies corporate.
  - Third parties involved in the running of our business, including IT service providers.
  - Our professional advisors and financiers.
  - Government authorities or other persons when obliged to do so by applicable laws.
  - Other entities with your consent.

### **How we store and protect your personal data**

12. We have put in place procedures and technologies to maintain the security of your personal information.
13. In the event that we use third parties to store and/or process your personal information, we will take reasonable steps to ensure that the third party complies with our procedures or maintains equivalent procedures. We will investigate and take appropriate action if we become aware of any failure to comply with these procedures.

### **Access and correction of personal information**

14. If you wish to access, correct or update any personal information that we hold about you, please use the [Contact form](#) on our website. We endeavour to respond to all requests we receive from individuals wishing to access or correct their personal information within a reasonable period after the request is made.
15. Generally, we will not charge a fee for requesting access or correction to personal information held by Whitehaven but may ask you to verify your identity before processing the request. In circumstances where multiple requests or requests for large volumes of information are made, we reserve the right to charge a reasonable fee to cover the costs of complying with the request.

### **Raising concerns about how we deal with personal information**

16. If you are concerned about how we are dealing with your personal information, please contact us using the [Contact form](#) on our website. We will endeavour to investigate all complaints and notify the complainant of the outcome of the investigation in a timely manner.

17. If you are not satisfied with how your complaint is handled by us, a formal complaint can be lodged with the Office of the Australian Information Commissioner:

- Phone: 1300 363 992
- Web: <https://www.oaic.gov.au/privacy/privacy-complaints>

### Updates to this policy

18. Whitehaven may update this policy from time to time. The latest version of the privacy policy will be available online through the Whitehaven website.