

Candidate Privacy Policy

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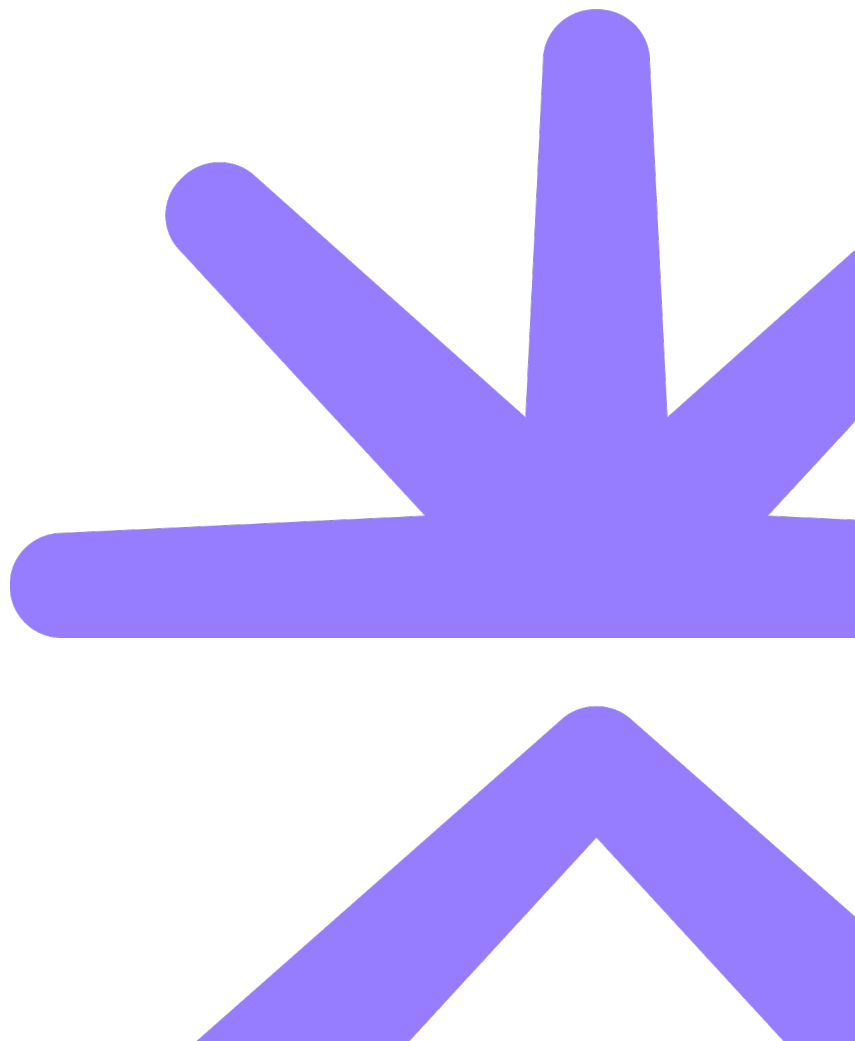


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1. Policy overview

This Candidate Privacy Policy explains how Helia Insurance Pty Limited and its related bodies corporate (collectively, “**Helia**”) handle personal information that it collects or holds for the purpose of processing employment applications and managing its recruitment processes.

In this policy, “we”, “us” or “our” refers to Helia.

The personal information about yourself that you provide to Helia as an employment seeker for a position with Helia will be used for recruitment purposes, and the personal information will be protected in accordance with Helia’s Candidate Privacy Policy outlined below and applicable law.

By submitting your personal information, you confirm and agree that:

- you have reviewed this Candidate Privacy Policy
- Helia may use the personal information in accordance with this Candidate Privacy Policy
- the personal information may be transferred worldwide consistent with this Candidate Privacy Policy.

Your consent is required in order to complete the submission process. If you do not agree, click cancel and the submission process will discontinue.

During your relationship with us, we may tell you more about how we handle your information.

This Candidate Privacy Policy, unless noted otherwise, does not form part of any contract of employment, where applicable, offered to you.

2. What personal information do we collect and hold?

Helia may collect, store and use the following types of personal information about you in connection with your application for employment with us.

2.1 General personal information

- Your employment status
- Work history
- Education
- Background check information
- Online questionnaire results
- Your contact information
- Your previous names (if any) and addresses
- Additional information provided by you (e.g., a cover letter)
- Identification information and documentation
- References
- Financial and taxation information
- Interview details
- Compensation.

If you fail to provide information that is necessary for Helia to consider your application (such as evidence of qualifications or work history) when requested, we will not be able to process your application further.

2.2 Sensitive personal information

We may collect and handle sensitive information (such as personal information about racial or ethnic origin, trade-union membership, health or medical records, or criminal records). Where this is relevant, Helia will ensure that you are informed of such collection and processing.

We will ask you for your consent to handle this type of personal information, to the extent required under applicable laws.

3. How do we collect personal information?

You may use various methods to submit your personal information to Helia. These methods include:

- e-mail
- online submission using our 'Workday' website.

Helia may also collect your personal information indirectly. For example, we may collect information from recruitment agencies that you instruct to provide an employment application to us or other third party service providers such as for the purposes of identity verification and background checking purposes. We may also collect and use publicly available information from platforms such as LinkedIn.

4. Why do we collect, hold, use and disclose personal information?

We collect and handle personal information so we can:

- identify and/or evaluate candidates for Helia positions
- make a decision about whether the candidates should be hired
- maintain appropriate record-keeping related to hiring practices
- analyse the hiring process and outcomes
- conduct background and reference checks
- determine eligibility for employment
- protect our legal rights and resolve complaints or disputes
- comply with our legal obligations.

5. Security and access

Access to personal information held by Helia is controlled to prevent misuse or unauthorised disclosure of the information. Helia and its service providers utilise a range of technical security measures such as secure authentication, password controls, encryption, firewalls and anti-virus technology to prevent unauthorised access to personal information.

If you have chosen a password which enables you to access certain parts of our or our service provider's websites (for example, our 'Workday' website), you are responsible for keeping this password confidential and for complying with any security procedures notified to you. You must not disclose your password to anyone else.

6. How long do we keep personal information?

Helia will keep your personal information in accordance with our retention policy. The retention period may vary depending on whether your application has been successful or not.

If you are successful with your application, you will become an employee and your personal information will then become part of your employee record.

When personal information is no longer needed, Helia will either securely destroy it or irreversibly deidentify the information (and we may further retain and use the deidentified information).

7. To what other organisations do we disclose personal information?

Helia may disclose your personal information to third parties that perform a range of services on our behalf.

Where we disclose your information to our service providers, we will take steps to ensure that they are authorised to only use personal information in order to perform the functions required by Helia.

Where such disclosure is made, we require these third parties to adhere to strict confidentiality requirements for handling personal information. For more information about our disclosures of personal information, please refer to our Privacy Officer.

Some of these third parties to whom Helia may disclose personal information may be located outside Australia. It is not reasonably practicable to list all of the countries to which personal information may be disclosed from time to time but it is likely that if personal information is so disclosed, such countries could include the United States of America, Canada, United Kingdom, India, the Philippines and Ireland.

In addition, we may disclose personal information to third parties (1) to comply with our legal obligations (e.g. to tax and social security authorities); (2) to protect our legal rights (e.g. to defend a claim) or (3) in an emergency where your health or security is endangered.

8. Access to and correction of personal information

You can contact us and ask to view the personal information that we hold about you. If you would like to access your information, please contact us using the details in the section titled 'Contact Details' below.

In some cases, we can refuse access or only give you access to certain personal information. If we refuse to provide you with access to, or to amend, the personal information, to the extent required we will notify you of our reasons for the refusal and how you may complain about the refusal.

If you believe that the personal information we hold about you is not accurate, complete or up to date, you have the right to request that we change the information. Please contact our Privacy Officer for further details on (02) 8248 2597 or at privacyofficer@helia.com.au. We will attend to your request as quickly as possible.

9. Complaints and disputes

If you have a complaint about how we handle your personal information, please contact us using the details in the section titled 'Contact Details' below.

You can also contact the Office of the Australian Information Commissioner.

Office of the Australian Information Commissioner

Visit: oaic.gov.au

Email: enquiries@oaic.gov.au

Phone: 1300 363 992

Mail: GPO Box 5288, Sydney NSW 2001

10. Modifications of this policy

Helia reserves the right to modify this Candidate Privacy Policy, for example, to comply with changes in laws, regulations, Helia practices and procedures, or requirements imposed by regulatory authorities.

11. Contact details

Our contact details are:

Privacy Officer

Helia

GPO Box 3952

Sydney NSW 2001

Phone: 02 8248 2597

Email: privacyofficer@helia.com.au