



PRIVACY POLICY

1. SCOPE AND PURPOSE

1.1 Scope

Core Crew Training values and respects the privacy of the people we deal with. Core Crew Training is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (**Privacy Act**) and other applicable privacy laws and regulations.

Core Crew Training’s privacy policy outlines how personal data is collected, used, and protected to ensure the privacy and security of all users. It also details the rights of individuals regarding their data, including access, correction, and deletion, in compliance with applicable privacy laws and regulation

1.2 Purpose

The purpose of Core Crew Training’s privacy policy is to inform users about how their personal information is handled, ensuring transparency and trust. It aims to protect users' privacy rights while maintaining compliance with data protection laws and fostering a secure online environment.

2. DOCUMENT CONTROL

2.1. Document amendment record

Version	Changes	Date	Author	Approver
1.0	Creation of document	2024	Michael Hyde Governance Manager	Michael Nucifora Director
1.1	Amendment to sections 3, 5 and 6	29.02.2025	Tyson Jiggins Governance Lead	Michael Hyde Governance Manager

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3. COLLECTION OF PERSONAL INFORMATION

'Personal information' means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g., your name) or indirectly.

Core Crew Training collects your personal information as necessary to complete its application processes, including as part of third party trainer applications to assess the suitability of the third party trainers. This includes by verifying the supplied personal information, such as qualifications, experience, and competencies, and to contact you as necessary in relation to the relevant application.

Core Crew Training may collect personal information directly from you, through third parties, and from publicly available sources. If Core Crew Training collects personal information about you from third party sources, it will take reasonable steps to ensure you are aware of the circumstances of that collection.

Core Crew Training will, from time to time, receive and store personal information you enter onto our website, provide to us directly or give to us in other forms.

You may provide basic information such as your name, phone number, mailing or street address, and email address to enable us to send information, provide updates and process your product or service order.

We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.

Furthermore, for general business operations Core Crew Training may collect bank details, work history, medical history, passport information, tax details, superannuation details, insurance details and trade union / professional body membership.

Additionally, we may also collect any other information you provide while interacting with us.

4. HOW WE COLLECT YOUR PERSONAL INFORMATION

Core Crew Training collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

5. USE OF YOUR PERSONAL INFORMATION

Core Crew Training may use personal information collected from you to provide you with information, updates, and our services. We may use personal information to deliver to you a more personalised experience and service offering, improve the quality of the services we offer, internal administrative purposes and marketing and research purposes. This may include using your information to inform you about offerings, services or promotions provided by other related

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entities within the Xenco Group, including but not limited to Core Crew, Core Crew Underground, Acura, and Xenco (**Related Entity**), that we believe may be of interest to you.

Core Crew Training collects personal information for general business operations including, payroll, qualification verification, site access approvals, travel and visa applications and memberships. Core Crew Training may contact you by a variety of measures including, but not limited to telephone, email, SMS or mail.

6. DISCLOSURE OF YOUR PERSONAL INFORMATION

We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers, or subcontractors as far as reasonably necessary for the purposes set out in this Policy.

Your personal information may also be shared with, and used by, a Related Entity for the purposes set out in this Policy, including where you accept an offering, service or promotion from that Related Entity. In such cases, your personal information may be used and disclosed as reasonably necessary to give effect to that offering, service or promotion in accordance with this Policy.

Personal information is only supplied to a third party, other than a Related Entity, when it is required for the delivery of our services. Instances include potential clients for consideration of our services and site access, government agencies including travel approval, workers compensation and claims and third-party service providers like medical providers, travel and accommodation services etc.

We may from time to time need to disclose personal information to comply with a legal requirement, including to the Australian Skills Quality Authority (**ASQA**) or other relevant regulatory bodies, or to otherwise comply with a court order, subpoena, warrant, during a legal proceeding or in response to a law enforcement agency request.

We may also use your personal information to protect the copyright, trademarks, legal rights, property, or safety of Core Crew Training, its customers or third parties.

Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.

If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

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7. TRANSFER OF YOUR PERSONAL INFORMATION OVERSEAS

Some of the third-party service providers we disclose personal information to may be based in or have servers located outside of Australia, including in Canada, United States, Peru, Chile, Democratic Republic of the Congo, Namibia, South Africa, Mozambique, Madagascar, France, Turkey, Kazakhstan, Laos, Philippines, Malaysia, Indonesia, PNG and New Caledonia.

Where we disclose your personal information to third parties overseas, we will take reasonable steps to ensure that data security and appropriate privacy practices are maintained. We will only disclose to overseas third parties if:

- you have given us your consent to disclose personal information to that third party;
- we reasonably believe that: the overseas recipient is subject to a law or binding scheme, that
 - i. is, overall, substantially similar to the APPs; and
 - ii. the law or binding scheme can be enforced; or
- the disclosure is required or authorised by an Australian law or court / tribunal order.

8. SECURITY OF YOUR PERSONAL INFORMATION

Core Crew Training is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

Core Crew Training undertakes various measures to store and keep information safe, including restricted Microsoft folders, restricted access to only allow for relevant users, privacy requirements in our employment contracts and subcontractor agreements and conduct regular familiarisations for the relevant people on the requirements of our privacy policy.

The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

9. ONLINE ACTIVITY

9.1. Cookies

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google AdWords. These ads may appear on this website or other websites you visit.

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9.2. Website Analytics

When you come to our website (<https://Core Crew Trainingservices.com>) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

We may send you direct marketing communications and information about your services, opportunities, or events that we consider may be of interest to you if you have requested or consented to receive such communications. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the Australian Spam Act 2003 (Cth). You consent to us sending you those direct marketing communications by any of those methods. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so.

- a) You may opt-out of receiving marketing communications from us at any time by contacting us using the details set out in the “How to contact us” section below.
- b) In addition, we may also use your personal information or disclose your personal information to third parties for the purposes of advertising, including online behavioural advertising, website personalisation, and to provide targeted or retargeted advertising content to you (including through third party websites).

9.3. Retention Of Personal Information

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example record-keeping obligations.

10. ACCESS YOUR PERSONAL INFORMATION

Core Crew Training will endeavour to keep your personal information accurate, complete and up to date.

If you wish to make a request to access and / or correct the personal information we hold about you, you should make a request by contacting us and we will usually respond within 48 hours. We will deal with such a request by following the below:

Request an ‘Updated Personal Details’ form via support@Core Crew Trainingservices.com.
Complete and return.

11. LINKS TO THIRD PARTIES

Core Crew Training website(s) may contain links to websites operated by third parties. If you access a third-party website through our website(s), personal information may be collected by that third party website. We make no representations or warranties in relation to the privacy practices of any third-party provider or website and we are not responsible for the privacy policies or the content of any third-party provider or website. Third party providers / websites are

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responsible for informing you about their own privacy practices and we encourage you to read their privacy policies.

12. COMPLAINTS ABOUT PRIVACY

For complaints about how Core Crew Training handles, processes or manages your personal information, please contact compliance@CoreCrewTraining.co. Note we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to 48 hours for Core Crew Training to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with Core Crew Training Service's response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at www.oaic.gov.au/) to lodge a complaint.

13. CHANGES TO PRIVACY

Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

14. HOW TO CONTACT US

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

Email: compliance@CoreCrewTraining.co

Phone: 1300 403 080

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