

Privacy and Security Policy

Epic Energy South Australia Pty Ltd ACN 068 599 815 and its related entities (collectively, **Epic, us, we, our**) are committed to protecting the privacy of your personal information in accordance with the *Privacy Act 1988 (Cth)* including the Australian Privacy Principles (**APPs**).

This policy outlines how we deal with personal information about individuals (**you, your**). Other policies may apply instead of or in addition to this Privacy Policy in certain circumstances.

By using our website at www.epicenergy.com.au and/or providing your personal information to us you consent to us handling your personal information in accordance with this Privacy Policy.

In this Privacy Policy, personal information means information or an opinion about you to the extent that you are identified by, or can reasonably be identified from, the information or opinion. This is the case whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

Collection of your personal information

We may collect personal information about you in the course of your dealings with Epic. The type of personal information we collect will depend on your dealings with us.

Generally we will collect your name, address, telephone number and email address if we consider it to be reasonably necessary for our business functions. We may also collect other personal information about you which is related to your specific dealings with us (for example, if our pipeline traverses your land or wind turbine located on your land then the personal information we collect may include your name, address and details of your land relating to our pipeline or wind turbine, or if you are applying for a position with Epic then the personal information we collect may include your resume, qualifications, skills, education provider and history, work history, residency status, and depending on the role, drivers licence numbers and high risk licence numbers).

We will only collect personal information (other than sensitive information, which is discussed below) that is necessary for our business functions. We collect your personal information directly from you, unless it is impracticable or unreasonable to do so. From time to time we may collect personal information about you from third parties (for example, from an organisation that you work with or publicly available sources). If you provide us with personal information about a third party you represent and we collect it on the basis that you have that person's consent for us to collect and handle their personal information in accordance with this privacy policy.

If we are unable to collect the personal information we require, or the information provided is incorrect or incomplete, this may affect our ability to provide products or services to, or accept donations from you.

Purpose for which personal information is collected, held, used and disclosed

We will use and disclose your personal information for the primary purposes for which we collected it, and for other related (or, if it is sensitive information, directly related) purposes that you would reasonably expect or have otherwise consented to.

Generally, these purposes include responding to your enquiries, providing you with information about Epic's activities, programs, physical pipeline and windfarm requirements, to tell you about goods and services you may be interested in (unless you have opted-out), providing you or an organisation you are engaged by with our products and services, obtaining your feedback and for our general business operations (for example, maintenance of our business records, compliance with our legal and insurance obligations and statistical purposes).

By providing us with your personal information, you consent to us using your personal information for the purposes set out in this Policy and any other purposes required or authorised by law.

You can opt-out of marketing and promotional communications at any time using an opt-out mechanism in one of our communications, or by contacting Epic via the details shown below. You agree that we may send you such information by post or by electronic means (including e-mail and SMS).

For the purposes set out above, we may disclose or exchange your personal information to other organisations including:

- our related companies;
- external organisations that are our assignees, agents or contractors;
- external service providers to us, such as research consultants;
- our insurers and re-insurers;
- our professional advisors, such as accountants, lawyers and auditors;
- your representative, for example, lawyer, accountant, advisor, attorney, as authorised by you;
- any person, company, body or authority that you have requested or consented to receive your personal information; and
- third parties in connection with any proposed or actual sale of Epic or any of its assets.

We will only indirectly collect your personal information, including from those organisations, to the extent permitted by law.

Apart from the above instances, we may also collect, use, disclose and exchange your personal information for other purposes with your consent and as otherwise required or permitted by law.

Sensitive Information

Sensitive information is a term used to describe certain types of personal information. It includes (amongst other types) information about your health, and membership of a professional or trade association.

We will only collect 'sensitive information' where such collection is reasonably necessary for us to carry out our functions and we have your consent, or as otherwise permitted or required by law. We will assume that you have consented to us collecting all information which is provided to us by you for use in accordance with this policy, including any 'sensitive information', unless you tell us otherwise at the time you provide it to us.

Storage and security of your personal information

We take reasonable steps to securely store your personal information to ensure it is protected from unauthorised access, modification and disclosure, and from other types of misuse, interference and loss. We may hold your personal information in electronic formats or in hard copy.

We will take reasonable steps to destroy or permanently de-identify your personal information when we no longer require it for any purpose for which it was collected. We may retain your personal information for as long as necessary to comply with any applicable law, for insurance and corporate governance purposes, for

the prevention of fraud and to resolve disputes. Your personal information may also be retained in our Information Technology system back-up records.

The transfer of data over the Internet is inherently insecure. We cannot guarantee the security, during transmission, of any personal information provided to us via our website at www.epicenergy.com.au. Please bear this in mind when transmitting information by this means to us.

Access and correction of your personal information

You may lodge a request for the correction of personal information that we hold about you if you believe it is inaccurate, incomplete, out-of-date, irrelevant or misleading. If this is the case, please contact our Privacy Officer via the contact details shown below.

You may request that we provide you with access to the personal information we hold about you. Any such requests must be made in writing to our Privacy Officer.

Generally, we will provide you with access in a reasonable time, if the request relates to information that is readily accessible to us. In accordance with the Privacy Act, only in limited circumstances can we deny access.

Under the APPs we are permitted to charge you a reasonable fee for providing access to your personal information. Please note that no fee will be incurred for requesting access, and if your request for access is accepted we will inform you of the fee (if any) that will be payable for providing access if you proceed with your request.

Epic website

Our website at www.epicenergy.com.au uses cookies. We do not use the information stored in those cookies to collect information about you or your computer. The cookies are used for statistical purposes and to assist with your use of the website.

We may also collect click-stream data when you use the website, such as the date and time of your visit, the webpages you accessed and items you downloaded, your top level domain name, your IP address, the type of browser and operating system you are using and the addresses of the websites you come from and move to. This information is collected for statistical purposes to assist us to find out how our website is used and navigated and to improve our website.

Epic's website and emails and other material provided by Epic may contain links to or addresses for third party websites. Epic is not responsible for the privacy, security or handling of your personal information via those websites. You should review the privacy policy and terms of use for those websites each time you visit them.

Overseas disclosure of your personal information

Generally, we will not disclose your personal information to recipients located overseas, except with your consent or where we are otherwise permitted or required to do so by law. However, our service providers who assist us to operate our business are located in Australia and overseas and are likely to from time to time have access to personal information we hold in the course of providing their services to us (for example, IT services or support services). Those service providers are likely to be located in Australia, New Zealand, Singapore, India, Indonesia, United Kingdom and the Philippines. We take reasonable steps to ensure those overseas recipients do not breach the APPs in relation to personal information they access.

Changes to our Privacy Policy

We may amend, modify or replace this Privacy Policy at any time. Updates will take effect from the date the amended, modified or replacement Privacy Policy is published on our website, or as otherwise notified to you. You should review our Privacy Policy each time you visit our website or provide us with personal information.

Complaints

You may lodge a complaint with us if you believe we have handled your personal information other than in accordance with the APPs. To do so please contact our Privacy Officer via the contact details below. We will confirm receipt of your complaint and set out the time frame we require to investigate your complaint and provide you with a response. We will endeavor to respond as quickly as possible, which generally will be within 14 days of receiving your complaint.

If you feel your complaint has not been resolved, or you have not received a response from us within 30 days, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) via their website: oaic.gov.au/privacy.

Contact us

If you would like further information about the way we manage your personal information or if you have a complaint, please contact Epic by telephone on +61 8 8343 8100 or by email at privacy@epic.com.au. We are located at Level 8, 1 King William Street, Adelaide, SA, 5000.