



Privacy Policy

Last Updated: 23 June 2022

1. Introduction

CBH Resources Limited ACN 009 423 858 includes Cobar Operations Pty Ltd (ACN 103 555 835), Endeavour Operations Pty Ltd (ACN 103 555 862), Cobar Infrastructure Pty Ltd (ACN 103 570 207), Triako Resources Pty Ltd (ACN 008 498 119), Broken Hill Operations Pty Ltd (ACN 054 920 893), CBH Western Australia Pty Ltd (ACN 631 428 816) and CBH Panorama Pty Ltd (ACN 113 177 450) and their related bodies corporate (“we”, “us”, “our” or “**CBH Group**”). This Privacy Policy informs you about how we collect and process your personal information through your use and access to this website <https://www.cbhresources.com.au/> (**Website**). CBH Group respects your privacy and is committed to protecting your personal information.

2. Changes to our Privacy Policy

Any changes we may make to our Privacy Policy will be posted on this website and are effective at that date.

The version of this Privacy Policy is current and effective as at the date set out above.

If you do not agree to this Privacy Policy please do not use our Website or enter into a contractual relationship with us as agreement to this Privacy Policy is a condition of those things.

3. Third party links

This Website may include links to other websites, plug-ins and applications provided by others, including those acting on our behalf. Clicking on those links or enabling those connections may allow third parties to collect or share data about you, and have their own privacy policies. We do not control third party websites and are not responsible for their privacy policies or actions. When you leave our Website, we encourage you to read the privacy policy and terms of use of every website you visit.

4. The personal information we collect about you

Personal information means any information about an individual from which that person can be identified. It does not include information where the identity of the individual has been removed (anonymous data).

We may collect, use, store and process personal information about you, including:

- identity information, including name, title, company name, job title, gender and date of birth;
- contact information, including billing address, delivery address, email address, telephone number(s);
- customer service information, including your customer service enquiries and comments;
- technical and usage information, being details of your visits to this website, including traffic data, location data, website usage and other communication information.



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5. If you fail to provide personal information

If you choose not to provide the personal information as requested, we may not be able to supply you with our products or services.

6. How is your personal information collected?

We use different methods to collect information from and about you including through your interactions and use of our website, such as your location data, website usage and other communication data.

7. Purposes for which we will collect or use your personal information

We collect and use your personal information for any of the following purposes:

- to provide you our services and products or obtain your products or services;
- to answer your inquiries and deliver customer service;
- to manage our relationships and fulfil our obligations arising from any contracts entered into between us and our tenants, suppliers and stakeholders;
- to enable you to participate in competitions or promotions sponsored by us, or complete a survey, and to offer those to you;
- to conduct and analyse market research;
- to improve our Website, products/services, marketing, customer relationships and experiences including apps;
- to make suggestions and recommendations to you about products, services and offers that we think may be of interest to you;
- to administer and protect our business;
- to progress transactions with third parties to whom we may choose to sell, buy, transfer, or merge parts of our or their business or our or their assets;
- to meet our regulatory and legal obligations;
- to manage and resolve any legal or commercial complaints and issues;
- to assess your application for or manage your employment with us;
- to ensure the safety of our personnel and persons on our premises;
- to prevent, detect, investigate, prosecute of serious misconduct or unlawful activities in connection with our premises; or
- to assist law enforcement agencies.

8. Storage and security of your personal information

The information we collect from you may be transferred to, and stored at, a location in Australia (service location).



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9. Disclosure of your personal information

We may share your personal information with the persons set out below:

- any member of the CBH Group, which means our subsidiaries, our ultimate holding company and its subsidiaries;
- third parties who help us to administer this website (such as our internet service providers);
- professional advisers, including lawyers, bankers, auditors, audit assessors and insurers who provide consultancy, banking, legal, insurance or accounting services;
- third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal information in the same way as set out in this Privacy Policy;
- third parties, including authorities, where we are legally obliged to disclose your personal information to them.

10. Disclosure of personal information overseas

We do not, in the usual course of our business, store or process personal information outside Australia ourselves. However, we may disclose personal information to recipients who are located outside of Australia, including, for example, to our parent company TOHO Zinc Co., Ltd.

11. How long do we retain your personal information?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

12. Your rights

Under applicable Australian laws, you have the right:

- to request to access or correct your personal information; or
- to make a complaint to us or to the Office of the Australian Information Commissioner, who may be contacted on 1300 363 992 or online using the forms provided at <https://www.oaic.gov.au/about-us/contact-us>.

If you wish to exercise any of the rights set out above, please contact us as set out below in section 15.

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We may refuse access to the personal information in certain circumstances under applicable law or when we are required to do so (such as where granting access to the personal information may jeopardise the privacy of another individual). Where access is granted we may charge a reasonable fee to cover the costs of providing access to you, such as where it takes a significant amount of time to locate the personal information.

13. What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to help speed up our response.

14. Response time

We will try to respond to all legitimate written requests by you regarding your personal information within 30 days after receiving them. Occasionally it may take us longer if your request is particularly complex or you have made a number of requests. In this case, we will let you know and keep you updated.

15. Contact

If you have any questions, concerns or complaints about how we handle personal information, or wish to exercise your rights as set out in this Privacy Policy or under applicable law, please contact us as follows:

- **By post:**

CBH Resources Limited

PO Box 1967

North Sydney New South Wales 2059

AUSTRALIA

- **By phone:**

(02) 9925 8100

- **By email:**

office@cbhresources.com.au