

SGS Australian Privacy Policy

Our Australian Privacy Policy describes how SGS Australia collects, uses, discloses and protects your personal information. This Australian Privacy Policy applies to SGS Australia Pty Ltd (ABN 44 000 964 278), SGS Australia Holdings Pty Ltd (ABN 46 004 269 023) and its related bodies corporate in Australia. The Australian Privacy Policy supplements the [SGS Data Privacy Policy](#) which applies globally across all SGS Group affiliates.

PERSONAL INFORMATION WE COLLECT

SGS collects personal information that you provide to us directly when you request information about our services; subscribe to our website services, email notifications and/or newsletters; make an enquiry through our different enquiry forms and helplines such as our Integrity Helpline; carry out a transaction or place an order through our website; or apply for a job with us. This may include:

- Identification and contact information such as name, surname, job title, phone number, email, address and country
- Financial and transactional information such as credit card details
- Job applications, resumes, results of pre-employment screening (e.g. reference and background checks), health information (where relevant to your application), and other details you provide to us in the application process
- Any information that you voluntarily share with us such as feedback, opinions or information provided via any of our helplines

Where you apply for a job with us, we may also collect personal information from third parties, such as your referees or background checking agencies. We may also collect your personal information from other entities in the SGS Group.

SGS also collects personal information automatically when you visit our website. This may include:

- Device information such as IP address, referring website, SGS pages your device visited and the time that your device visited our website

- Internet log information and details, collected through our third parties such as Google Analytics
- Information collected by web beacons, cookies and other similar technology (for further information please see the Cookie Policy)

WHY WE USE PERSONAL INFORMATION

SGS will use your personal information for the following different purposes:

- To improve our products, services and website
- Where permitted by law, to communicate with you regarding our services and events
- To analyse your use of our website for trend monitoring and promotional purposes
- To respond to enquiries and comments and provide you with support via communication channels, such as customer or contact centre support
- To keep our website and systems safe and secure, and to otherwise protect the SGS Group, including as necessary to identify, contact or bring legal action against someone who may be violating our Business Principles values or other terms and conditions
- To comply with any laws, regulations, or governmental or legal requests
- To perform or finalize any transaction or order which you have placed with the SGS Group
- To set up and manage your user account, including to verify your identity
- To share it with SGS Group companies so that they may offer you their products or services
- To assess your job application and administer the job application and offer process
- To perform administrative and operational activities connected to the operation of our business (such as training staff, risk management, developing and marketing products and services, undertaking planning, research and statistical analysis, systems development and testing,

to facilitate a merger, sale, restructure, acquisition, joint venture or assignment)

- For any other new purpose for which you have requested, for which we notify you or for which you have given your consent

HOW WE SHARE PERSONAL INFORMATION

SGS shares and transfers your personal information as described here. We may also share non-personal, anonymized and statistical data with third parties for our own business purposes.

The following are the parties with whom we may share personal information in accordance with the purposes described in the section above 'Why We Use Personal Information':

1. To other SGS Group companies and those companies in which SGS owns more than 50%
2. To third party contractors and service providers which perform certain functions on behalf of SGS, such as picking up and delivering samples, fulfilling inspection orders, sending email, removing repetitive information from client lists, analysing data and processing credit card payments, direct marketing services, cloud hosting services, and employment pre-screening agencies
3. To other organisations involved in the administration of our business, including accountants, auditors or lawyers and other external advisers
4. To government or regulatory bodies, as permitted or required by law

SGS may disclose your personal information to recipients located overseas, including in Malaysia, New Zealand and Europe. SGS transfers personal information across national boundaries within the SGS Group to our international group members, and outside the SGS Group to third parties.

The SGS logo is displayed in a large, bold, grey sans-serif font. To the right of the letters, there is a vertical orange line that extends from the top of the 'S' down to the bottom of the 'S'.

HOW LONG WE KEEP PERSONAL INFORMATION

SGS will retain your personal information for the period of time that is necessary to fulfill the original purposes for which it has been collected. Please keep in mind that in certain cases a longer retention period may be required or permitted by law or to allow SGS to pursue its business interests, conduct audits, comply with our legal obligations, enforce our agreements or resolve any dispute.

The criteria used to determine our retention periods include:

- How long is the data needed to provide you with our products or services or to operate our business?
- Do you have an account with us? In this case, we will keep your data while your account is active or for as long as needed to provide the services to you
- Are we subject to a legal, contractual, or similar obligation to retain your data? Examples can include mandatory data retention laws in the applicable jurisdiction, government orders to preserve data relevant to an investigation, or data that must be retained for the purposes of contract or litigation

HOW PERSONAL INFORMATION IS PROTECTED

SGS may store your personal information in hard copy form or electronically, including in the cloud. SGS follows security procedures in the storage and disclosure of information which aim to prevent unauthorized access, loss or destruction of your personal information. These may include:

- Physical safeguards, with locked doors and file cabinets, controlled access to our facilities and secure destruction of media containing your personal information
- Technology safeguards, like the use of anti-virus and endpoint protection software, and monitoring of our systems and data centres for compliance with our security policies
- Organizational safeguards, like training and awareness programs on security and privacy, to educate employees on the importance and means by which they must protect your personal information

SGS does not seek to collect sensitive personal information, except where permitted by law in our recruitment processes. If you choose to provide us with unsolicited sensitive personal

information, you may be asked to consent to our processing of such data on a case-by-case basis by using a specific express consent form.

SGS does not knowingly collect or solicit personal information from anyone under the age of 16. If you are aged under 16, please speak to your parent/guardian to get their permission before you provide any personal information to SGS because without this consent, you are not allowed to provide us with your personal information. If we learn that we have collected information from a person aged under 16, we reserve the right to delete such information with no prior notification or consent.

HOW YOU CAN ACCESS AND CONTROL YOUR PERSONAL INFORMATION

We are committed to ensuring that you can exercise your rights of access and correction.

If you have registered for an account on www.sgs.com and/or its local equivalents, you may directly and autonomously access your online profile and other personal details and update, amend, if legally possible, add or delete the data about yourself by logging into the applicable website or service with your account credentials.

Otherwise, and in accordance with our internal procedures, we will respond to the following requests as described below. All requests shall be addressed via our online privacy request form or by contacting us in writing as described in the section "contact us":

- **Access to personal information:** you have the right to request what personal information we hold about you subject to our right to identity verification and other exceptions permitted by law. If you request a copy of your information, we may charge you a fee, except where this is not permissible under local law
- **Correction of personal information:** in Australia you have the right to correct or amend your personal information if it is inaccurate or needs to be updated
- **Filing a complaint:** Complaints about our adherence to the privacy practices described in this Statement and/or the Australian Privacy Principles can be made to the Office of the Australian Information Commissioner (OAIC):
 - Online Form: [Privacy Complaint Form](#)
 - Email: oaicintake@oaic.gov.au

Before making a complaint with the OAIC, we ask that you first raise the issue with us. We will make a record of your complaint and will deal with it as quickly as we can while keeping you informed of progress. Even if we cannot address your concern, we will be able to provide further information about how you can contact the OAIC or a relevant data protection authority.

- **Marketing preferences:** SGS may send you regular marketing communications about our services, via different channels such as email, phone, SMS, postal mailings and third-party social networks, in accordance with relevant marketing laws. When required by applicable law, we will obtain your consent before starting these activities.

In order to provide you with the best personalized experience, these communications may be tailored to your preferences by using our subscription centre. Our targeted emails contain email messages which use web beacons, cookies and similar technologies to allow us to know whether you open, read or delete the message and which links you open. When you open a link in a marketing email you receive from SGS, we will also use a cookie to log what pages you view and what content you download from our websites, even if you are not registered or signed into our site.

In addition, you can exercise your right to unsubscribe from marketing communications by opting out of emails we send to you. In such cases, we will retain minimum personal information to note that you opted out in order to avoid contacting you again. Please note that even if you opt out from receiving marketing communications, you might still receive administrative communications from us where permitted by law, such as technical updates for our products or services, order confirmations, notifications about your account activities, and other important notices

HOW YOU CAN CONTACT US

If you have questions or concerns about your privacy, please write to us:

- By email, using our [online privacy request form](#)
- In writing, to the relevant SGS Group member, using the address from the Office Directory

When you need to be sure

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6340 Baar
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sgs.com



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