

## Privacy Policy

**Effective date:** 3 December 2025

### 1. Introduction

Veris ("**Veris**", "**we**", "**our**", "**us**") is committed to protecting the privacy of individuals' personal information. This Privacy Policy (**Policy**) sets out the principles that Veris will follow in collecting, using, holding, disclosing and otherwise handling personal information.

This Policy applies to individuals from whom Veris collects, uses, holds or discloses personal information, including clients, website visitors, suppliers and contractors, job applicants and other stakeholders.

"**Personal information**" refers to any information or opinion about an identified individual, or an individual who can reasonably be identified from the information or opinion, whether true or not and whether recorded in a material form or not.

Veris is bound by the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)** contained in the Privacy Act.

### 2. Collection of Personal Information

#### 2.1 How Veris collects personal information

Veris collects personal information in a number of ways, including:

- When individuals interact with Veris in person, by phone, by email, via its website (**veris.com.au**) or through social channels.
- From third parties (e.g. recruitment agencies, referees, service providers) where permitted by law.
- From job applicants and employees during recruitment and employment processes.
- From contractors, suppliers and business partners for the purpose of entering into and performing contracts.
- From visitors to Veris premises and users of its digital services.

#### 2.2 Types of personal information collected

Depending on the relationship with Veris, the company may collect and hold:

- Identification information: name, title, organisation, photographs (e.g. for site access), and date of birth where required by law or contract.
- Contact details: postal and business addresses, email addresses, telephone numbers.
- Recruitment information: resume/CV, employment history, qualifications, references, interview notes, results of relevant checks (e.g. criminal record check where permitted by law), right-to-work evidence, pre-employment medical results where applicable.
- Business information: information relating to goods and services ordered, acquired or

supplied; invoicing and payment details; correspondence; feedback and complaints.

- **Website and technical information:** information about how individuals access, use and interact with veris.com.au, including pages visited, access times, referring sites, device type, browser type and language, IP address and other technical data.
- **Other information:** information about access to Veris premises and assets, details about the use of Veris assets, and any information provided voluntarily.

Veris collects personal information only where that information is reasonably necessary for one or more of its functions or activities, or as otherwise required or permitted by law. Veris takes reasonable steps to ensure the personal information collected, used or disclosed is accurate, complete and up-to-date. Where reasonable and practicable, Veris collects personal information directly from the individual.

### Your options

Where reasonably possible, individuals will have the option to interact with Veris anonymously or using a pseudonym. However, for most of your interactions with Veris, the collection of personal information will be required for us to adequately perform our functions.

### 3. Why Veris collects, holds and uses personal information

Veris collects, holds and uses personal information to operate its business, to provide services, and to comply with legal obligations. This includes:

- **Service delivery and relationship management:** providing services, quality assurance, improving services, responding to enquiries, feedback and complaints, and communicating important information.
- **Business operations:** negotiating, entering into and performing contracts with clients and suppliers; managing business relationships; managing premises, assets and health and safety obligations; internal administration and operations.
- **Recruitment and employment:** contacting candidates, processing applications, conducting interviews and relevant checks; managing employment relationships.
- **Marketing and communications:** preparing and distributing updates, newsletters and service information; analysing website usage and preparing business analytics; identifying services that may be of interest.
- **Safety and security:** monitoring access and use of premises and IT systems for health, safety and security purposes.
- **Website administration and analytics:** troubleshooting, performance monitoring and data analysis to maintain and improve the website and digital services.
- **Legal and regulatory compliance:** complying with legal obligations and responding to law enforcement, regulators or court orders; managing disputes and legal claims.

Veris may also collect, hold and use personal information for any other purposes for which consent has been provided or where there is another lawful basis for doing so. If Veris does not collect personal information, it may be unable to provide services or otherwise perform its functions.

### **3.1 Sensitive Personal Information**

'Sensitive information' is a subset of personal information that includes information or an opinion about an individual's racial or ethnic origin, political opinions or associations, religious or philosophical beliefs, trade union membership or associations, sexual orientation or practices, criminal record, health or genetic information and biometric information.

Veris may collect, hold and use sensitive information only where:

- you have provided separate explicit consent; or
- if permitted by law, including under the Privacy Act and PIPA.

## **4. Cookies, Analytics and Similar Technologies**

Veris uses cookies and similar technologies on its website to understand usage, improve functionality and support security.

- **Cookies:** Cookies are small text files placed on a device to store information. Veris may use session cookies (deleted when the browser is closed) and persistent cookies (remain after closing the browser).
- **Analytics:** Veris may implement Google Analytics 4 (GA4) and Google Tag Manager to analyse site usage and improve its website. These tools may collect aggregated information such as pages visited, time on page, device and browser type, and general location derived from IP address. If implemented, Veris will update this Policy and its cookie notice accordingly.

Individuals can refuse or manage cookies by adjusting browser settings. Some site features may not function properly if cookies are disabled.

Veris may provide links to other websites or materials. Veris is not responsible for the content or privacy practices of those third-party sites; their privacy policies apply.

## **5. How does Veris store and hold personal information?**

Veris stores most personal information in computer systems and databases operated by either us or our external service providers. Those databases are located in Australia. Some information about you is recorded in paper files that we store securely.

We use internal processes and security measures to protect the personal information we hold from misuse, interference or loss, and from unauthorised access, modification or disclosure. These measures include:

- requiring employees to comply with risk management policies, IT security protocols and keep information secure; and
- monitoring and regularly reviewing our practices against our own policies.

We may also use third parties to store and process your personal information, but only when that party agrees to comply with this Policy or if they have appropriate security measures.

Where your information is stored outside of the jurisdiction in which it was collected, we put in place

appropriate contractual arrangements and technical controls, in compliance with applicable law, to ensure that your information remains protected.

## 6. Disclosure of Personal Information

Veris may disclose personal information (including sensitive information where permitted) to:

- **Service providers** engaged to support business operations (e.g. IT support, hosting, security, analytics, printing, logistics) strictly for the purposes described in this Policy.
- **Authorised representatives** (e.g. referees, recruitment agents).
- **Professional advisers** (e.g. lawyers, accountants) to obtain advice or manage disputes.
- **Government agencies, regulators or law enforcement** where required or permitted by law.
- **Any other third party** where consent has been provided, or where disclosure is otherwise permitted under the Privacy Act.

Veris takes steps to ensure any disclosure is compliant with applicable laws and limited to what is reasonably necessary.

## 7. When will Veris destroy the personal information it holds?

Veris takes appropriate steps to ensure that we process and retain personal information based on the following principles:

- As required under law, a contract, or with regard to our statutory obligations.
- Only for as long as necessary for the purpose for which it was collected, or processed or for longer if required under any contract or applicable law, subject to appropriate safe guards.

## 8. Marketing

In accordance with the relevant law, Veris will use your personal information to offer you products and services we believe may interest you, unless you tell us not to. These products and services may be offered by Veris or a member of the Veris corporate group. These communications may be through post, email, text or phone.

## 9. Your rights

### Access to and correction of your personal information

You may access or request correction of the personal information that Veris holds about you using the contact details set out below. There are some circumstances in which we are not required to give you access to your personal information, as further set out in the APPs and PIPA.

You may object to Veris collecting your personal information or withdraw your consent for Veris to process your information. As stated in section 2, this may mean that Veris is unable to interact with you or perform its relevant functions.

There is no charge for requesting access to your personal information, but we may require you to

meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of material).

Veris will respond to your requests to access, correct and, where relevant, delete, or suspend the processing, of your personal information in a reasonable time and will take all reasonable steps to ensure that the personal information we hold about you remains accurate, up-to-date, complete, relevant and not misleading.

Veris will deal with Data Subject Rights requests in accordance with the applicable laws. Depending on our role as either a controller or processor, the process for enabling Data Subject Rights may differ.

## **10. Complaints**

If you have a complaint about the way in which Veris has handled any privacy issue, including your request for access or correction of your personal information, you should contact Veris using the contact details set out below.

Veris will consider your complaint and determine whether it requires further investigation. We will notify you of the outcome of this investigation and any internal investigation.

If you remain unsatisfied with the way in which we have handled a privacy issue, you may contact the Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>, or the authority with jurisdiction over data protection laws in your country/jurisdiction.

## **11. Contact Details**

### **Privacy Officer – Veris**

**Address:** 41 Bishop Street, Jolimont WA 6014

**Phone:** (08) 6241 3333

**Email:** [Communications@veris.com.au](mailto:Communications@veris.com.au)

## **12. Changes to this Privacy Policy**

Veris may update this Policy from time to time. The **current version** will be published on **veris.com.au** and applies from the date of publication.