PRIVACY POLICY

FORSA Pty Ltd (ACN: 655 395 501) and our website 'fsccivils.com.au' (**Website**) who is referred to in this Privacy Policy as "**we**", "**us**", "**our**" and similar grammatical forms. When we refer to "**you**" we refer to the person whose personal information we collect, use and hold.

Your privacy is important to us. We are committed to maintain the privacy of personal information and adhere to our obligations under the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**).

By using our website or registering for an account with us, you are accepting the terms of this Privacy Policy and consent to us collecting, holding, using and disclosing your personal information in accordance with this Privacy Policy. This Privacy explains how and why we collect, use, hold and disclose your personal information.

1. WHAT IS PERSONAL INFORMATION?

Personal information is any information, whether personal or not, about you. Information or an opinion may be personal information regardless of whether it is true.

2. WHAT PERSONAL INFORMATION DO WE COLLECT AND HOLD?

We do not automatically collect personal information from you, such as your name, address, phone number, email address or other personally identifiable information about you. We collect three categories of information when you use our Website:

(a) the personal information you voluntarily provide — that is, we collect personal information with your informed consent;

(b) anonymous non-personal information about how you use our website; and

(c) "cookie" based information that makes your use of our Website easier by recording your preferences so that when you return to our Website the "cookie" re-loads that information into your web browser. We collect certain information from this "cookie", such as your device type, browser type, IP address and pages you have accessed on our websites. You are not identifiable from this information. You may use your browser settings to control how your browser deals with cookies, including the setting to refuse all cookies. However, in doing so, you may not be able to access certain pages or content on our Website.

We collect your personal information directly from you whenever you interact with us, such as when you enquire about our services, if you apply for employment with us, or when you become a client of ours. Such personal information may be recorded and used to provide the services you have requested. The type of personal information we collect depends on the kind of service that you have requested from us, but typically includes:

(a) your name, email, address, date of birth, phone number and other contact details;

(b) information about your employer or organisation that you represent;

(c) your professional details including your position and contact details;

(d) payment details; and

(e) any other additional information that you provide to us, or authorised us to collect, as part of your interaction with us.

When you register an account with us or become a client of ours, you will need to provide certain information so that we can establish and manage your account. We may collect this personal information that you have provided to us for the purposes of our communication services.

If you log into our website using your Google, Facebook or any other log-in social media platform, you are allowing that media platform to share your personal information with us, which may include your email and other personal information.

3. WHY DO WE COLLECT, HOLD AND USE YOUR PERSONAL INFORMATION?

We collect personal information that is reasonably necessary to carry out our business, and to assess and manage your needs. We collect personal information that you volunteer in order to receive the services from our Website. We may also collect information to fulfill administrative functions associated with these services, such as billing, entering into contracts and managing client relationships.

The purposes which we collect, hold and use your personal information depends on the nature of your interaction with us, but may include the following purposes so that we can:

(a) provide you with products and services, and manage our relationship with you;

(b) contact you, for example, to respond to your queries or complaints, application for employment, or if we need to inform you of something important;

(c) researching, developing and expanding our products and services;

(d) comply with our legal obligations and assist government and law enforcement agencies or regulators;

(e) manage and operate our products, services and clients; and

(f) identify and inform you of other products, services or events that we think may be of interest to you.

You may remain anonymous or use a pseudonym in your dealings with us where it is lawful and practicable (such as making a general enquiry). Due to the nature of our services, it is generally not practicable for us to deal with individuals anonymously or pseudonymously on an ongoing

basis. If you do not provide us with certain personal information, we may not be able to provide you with our services, communicate with you or respond to your enquiries.

4. HOW DO WE STORE AND HOLD PERSONAL INFORMATION?

Any personal information collected and held by us will be managed in accordance with this Privacy Policy.

All personal information collected with us is treated with utmost care. We store most personal information in computer systems and secure databases operated by either us or our third-party providers. Personal information collected in paper-based documents may be converted to electronic form for use or storage, with the paper-based document either archived or securely destroyed.

We maintain physical security over paper-based files and electronic data storage through methods such as locks and security systems at our premises. We maintain security over our electronic databases by limiting personnel access to the information and maintain network security through methods such as firewalls and passwords.

We implement and maintain processes and security measures to protect personal information and we take measures to minimise risk of misuse, interference, loss or unauthorized access to your personal information. This includes contracting external IT companies to secure your personal information and have implemented measures with such external IT companies to minimise the risk of third-party misuse, interference, loss or unauthorized access to your personal information.

We take all reasonable steps to destroy or de-identify any personal information which we no longer require for the purpose it was originally collected or any secondary purpose permitted under the APPs. Any personal information no longer required will be destroyed or de-identified within a reasonable period of time.

Our Website may contain links to third-party websites. We are not responsible for the content or privacy policies of other websites that may be linked on our Website.

5. WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION TO, AND WHY?

We may disclose your personal information to our related and affiliated companies.

We may also disclose your personal information to external providers we engage to provide services on our behalf, including contractors and service providers used for carrying out our business services and products, data processing, data analysis, customer satisfaction surveys, information technology services and support, website maintenance/development, printing, archiving and market research.

We may disclose personal information for administrative, management and operational purposes, including:

(a) billing, payments and debt recovery;

(b) planning, managing, monitoring and evaluating our services;

(c) statistical analysis and reporting;

(d) training staff, contractors and other workers;

(e) risk management and management of legal liabilities and claims (for example, liaising with insurers and legal representatives);

(f) responding to enquiries and complaints regarding our services;

(g) obtaining advice from consultants and other professional advisers; and

(h) responding to subpoenas and other legal orders and obligations.

We may also disclose your personal information where we are required to do so by law or where you have provided consent to disclose such information.

If the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.

6. ACCESS TO AND CORRECTION OF YOUR PERSONAL INFORMATION

You may access or request correction of the personal information that we hold about you by contacting us at any time. Our contact details are set out below.

7. COMPLAINTS

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

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

If you remain unsatisfied with the way in which we have handled a privacy issue, you may approach an independent advisor or contact the Office of the Australian Information Commissioner (OAIC) (www.oaic.gov.au) for guidance on alternative courses of action which may be available.

8. CHANGES TO THIS POLICY

From time to time, we may change our Privacy Policy on how we handle personal information or the types of personal information which we hold. Any changes to our Privacy Policy will be published on our website.

9. CONTACT DETAILS

If you have any questions, comments, requests or concerns, please contact us at:

FORSA Pty Ltd, Level 1, 677 Murray St, West Perth. WA 6005, admin@forsa.com.au

Signature:	Signature:
Sean Breen	Mairead Breen
CEO	Executive General Manager
12/02/2026	12/02/2026