



Privacy Statement for Coal Services Website

This privacy statement relates only to the information automatically collected from you resulting from your visit to websites controlled by Coal Services. If you would like more information on the steps taken by Coal Services to comply with its obligations under the *Privacy Act 1988* (Cth) (**Privacy Act**) and the *Health Records and Information Privacy Act 2002* (NSW) (**HRIP Act**), please refer to Coal Services Privacy Policy, located at <https://www.coalservices.com.au/mining/privacy-policy/> By using this website and the related resources, you consent to the terms and conditions and to the collection, use and disclosures as provided in this statement.

Links to third party websites

The Coal Services website has links to external third-party websites. External websites should contain their own privacy statements and Coal Services recommends you review them when using their websites. Third party websites are not covered by this policy and these sites are not subject to Coal Services privacy standards and procedures. Coal Services does not have any responsibility for the privacy policies or practices of third-party websites linked to this site, nor the accuracy of their content.

Collection of information

When visiting the Coal Services website, general statistical information such as the number of users visiting the website is collected, along with the number of pages viewed, the date, time and duration of visits and how the visitor came to the website.

We may also collect Internet Protocol (**IP**) addresses and internet browser type for your interaction with various parts of the Coal Services website. Your IP address is the identifier for your computer when you are using the internet. This information will not identify the user.

Cookies and website Analytics

Website analytics measurement software is used to assist in tracking traffic patterns to and from the Coal Services website, anonymously surveying users of the sites. The system is used to collect such information as the number of unique visitors, how long these visitors spend on the website when they visit, and common entry and exit points into and from the website. Our website utilises Google Analytics for performance metrics. Google Analytics uses JavaScript tags (libraries) to record information about the page a user has seen, as well as the industry standard HTTP Cookie to 'remember' what a user has done during previous interactions with the website.

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Sydney NSW 2001

Lithgow

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3 Proto Avenue
Lithgow NSW 2790
PO Box 72
Lithgow NSW 2790

Mudgee

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4/64 Sydney Road
Mudgee NSW 2850
PO Box 1156
Mudgee NSW 2850

Newcastle

T: +61 (2) 4948 3100
F: +61 (2) 4953 0541
143 Main Road
Speers Point NSW 2284
PO Box 219
Boolaroo NSW 2284

Singleton

T: +61 (2) 6571 9900
F: +61 (2) 6572 2667
1 Civic Avenue
Singleton NSW 2330
PO Box 317
Singleton NSW 2330

Woonona

T: +61 (2) 4286 5400
F: +61 (2) 4285 4144
558-580 Princes Highway
Woonona NSW 2517
PO Box 42
Corrimal NSW 2518

This non-personal information is collected and aggregated by third party software and provided to Coal Services to assist in the analysis of its website. You cannot be personally identified from this information and no personal information is stored about you.

Social Networking Services

Coal Services sometimes use social networking services such as Facebook to communicate with the public about our activities. If you choose to communicate with us using these services, we may collect your personal information, but we will only use it to communicate with you. The social networking service may also collect or handle your personal information and use it for its own purposes. These services have their own privacy practices and policies. Coal Services is unable to regulate the action of those services. This policy does not apply to the acts or practices of those services.

Online forms

Online forms contained on the Coal Services website collect data provided by you. We collect and use this information for any or all of the following purposes:

- To provide services or information to you.
- For record keeping and administrative purposes.
- To provide information about you to our contractors, employees, consultants, agents or other third parties to provide services to you.
- To improve and optimise our service offering and customer experience;
- To send you marketing and promotional messages and other information that may be of interest to you via email, SMS, social media or mail.
- To send you administrative messages, reminders, notices, updates, security alerts, and other information requested by you.
- To consider an application of employment from you.

How we use this information

Coal Services uses the information collected to monitor traffic through the server and to specific pages or applications to help us to improve the website experience and deliver better services to our customers.

Security of information

The security of your information is very important to Coal Services.

Coal Services takes all reasonable steps to protect information in its systems from misuse, interference, loss and any unauthorised access, modification or disclosure. Coal Services data security and privacy policies are periodically reviewed and enhanced as necessary. If Coal Services no longer requires your information, and Coal Services is legally permitted to, Coal Services will take all reasonable steps to destroy or de-identify the information. Specifically, access to systems, applications and the collected data is restricted to authorised personnel only.

In addition, any personal information collected and used to identify user trends (such as IP addresses) is aggregated and made anonymous during report generation.

Coal Services takes reasonable steps to preserve the security of cookie and personal information in accordance with its privacy policy and this statement. If your browser is suitably

configured, it will advise you whether the information you are sending will be secure (encrypted) or not secure (unencrypted).

How to contact us or make a complaint

If there are any questions about this Privacy Statement, please contact us:

Privacy Contact Officer
Coal Services Pty Limited
GPO Box 3842, Sydney NSW 2001
T: +61 (2) 8270 3200
E: pco@coalservices.com.au

If you have a complaint about our handling of your personal information or about our compliance with the Privacy Act, you may contact the Privacy Contact Officer in writing using the address above. We will acknowledge your complaint within seven (7) days. Coal Services will provide you with a decision on your complaint within 30 days. If you are dissatisfied with our response, you may make a complaint to the Privacy Commissioner who can be contacted via the Office of the Australian Information Commissioner website (www.oaic.gov.au) or on 1300 363 992.

Changes to the Privacy Statement

Coal Services may, at any time and for any reason, review, revise and amend this statement. We encourage you to regularly review this statement for any updates.