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# Forenx Consulting Engineers Pty Ltd

## Privacy Policy

Last Updated January 2024

Forenx Pty Ltd are committed to treating the personal information we collect in accordance with the Australian Privacy Principles in the Privacy Act 1988 (Cth.) (the Privacy Act). This Privacy Policy sets out how we handle personal information. In this Privacy Policy, 'Forenx', 'we', 'us' and 'our' refer to the Forenx Consulting Engineers Pty Ltd. We may need to update this Privacy Policy from time to time to reflect our current privacy practices or changes in the law, regulations and/or professional standards. When we make any changes to this Privacy Policy, we will post the updated policy on our website.

### 1.0 Personal Information

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses, phone and facsimile numbers.

The types of personal information we collect depends on the nature of our engagement with you. Examples of personal information we may collect include:

- General identification information such as names, job title, occupation, date of birth and gender.
- Contact details such as address, email address, phone and mobile phone number and Internet Protocol (IP) address.
- Bank account information in order to pay for products and/or services within the Service.
- Usage Data

It may be necessary in some circumstances for us to collect some forms of sensitive information about you in order to provide specific services to you. Sensitive information includes information about a person's race, gender diversity, sexual orientation, disability, ethnic origin, political opinions, health, religious or philosophical beliefs and criminal history. We will only collect and use sensitive information with your consent, in accordance with applicable laws or in a de-identified aggregated manner.

You might need to provide personal information about other individuals to us (e.g. about your spouse, dependants or other family members or employees). If so, we rely on you to have informed those individuals that you are giving their personal information to us, to have advised them about this Privacy Policy and how they can obtain a copy of it and that you have the necessary authority to provide that personal information to us.

It is important to be aware that if you access another party's website or application using one of our products or services or via our website, that other party will deal with your personal information in accordance with its own Privacy Policy. You will need to review those websites to view a copy of the relevant Privacy Policy.

### 2.0 Collecting Personal Information

Generally, we collect your personal information from you directly, for example, when we deal with you in person or over the phone, when you send us correspondence (including via email), when you complete a questionnaire, form or survey.

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In some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Sometimes we will collect your personal information from outside sources. These can include marketing mailing lists and other public information (including public posts to social networking sites such as LinkedIn). Outside sources may also include information gained from a third party. For example, we may collect your personal information from:

- your employer or previous employer,
- your referees,
- your personal representatives,
- other institutions or professional organisations.

We may also collect personal information about you from your use of our websites and social media and information you provide to us through contact mailboxes.

### 3.0 Security of Personal Information

We hold personal information in both hard copy and electronic formats. We take security measures to protect the personal information we hold which includes physical controls (for example, security passes to enter our offices and storage of physical records in lockable cabinets) as well as technological controls (for example, restriction of access, firewalls, the use of encryption, passwords and digital certificates).

We also have policies and processes which govern document retention and data breach incidents. We endeavour to ensure that personal information is kept as current as possible, and that irrelevant or excessive data is deleted or made anonymous as soon as reasonably practicable. However, some personal information may be retained for varying time periods in order to comply with legal and regulatory obligations and for other legitimate business reasons.

### 4.0 Use and Disclosing Personal Information

We will only use your information if we have a lawful reason to do so such as when it's our legal duty if we have your consent and when it's in our legitimate interest to do so. Reasons include:

- To provide our services to you or to Our client in accordance with the terms of any engagement, service agreement.
- To contact You by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.
- To attend and manage Your requests to Us.
- To provide, improve and properly manage our products and services.
- To maintain contact with our clients and other contacts, and keep them informed of our services, industry developments, seminars and other events.
- For administrative purposes, including:
  - Processing payment transactions,



- charging and billing,
- detecting or preventing fraud, and
- identifying breaches of our terms and conditions of engagement.
- For governance and compliance purposes including:
  - managing any quality, conduct or risk management issues including conflict of interest or independence (including auditor independence) obligations or situations,
  - meeting regulatory obligations, and
  - where we are required to or authorised by legislation or industry code, direction or standard to do so.
- For business purposes such as part of an actual (or proposed) acquisition, disposition, merger or de-merger of a business or entering into an alliance, joint venture or referral arrangement.
- For development and analytics purposes to develop our expertise and know how, including:
  - for benchmarking purposes,
  - development,
  - analytics and business intelligence functions including web site trend and performance analysis.
  - quality assurance and thought leadership, and
  - other purposes related to our business.

We may also use non-personal, de-identified and aggregated information for several purposes including for data analytics, research, submissions, thought leadership and promotional purposes. Any output is anonymised or aggregated so that no personal information or information relating specifically to you is reasonably identifiable.

## 5.0 Sharing Personal Information

We may share your personal information with other parties including:

- Your authorised representatives, advisors and referees.
- Personnel within Forenx and our professional advisors.
- Experts or other third parties contracted as part of an engagement.
- Our agents, third party contractors and suppliers that assist us with providing our business processes and products and services.
- Third parties as part of an actual or proposed acquisition, disposition, merger or de-merger of a business (including Forenx's business) or to enter into an alliance, joint venture or referral arrangement.
- Other parties including local government councils or regulatory bodies, professional or industry bodies or agencies, as part of an engagement or as required by or in accordance with any industry code or industry standard including regulators relevant or applicable for the purposes of our provision of services, or
- Other parties when you ask us to do so or when you consent to that disclosure.

Where You are a customer, an employee, a contractor or supplier of services to one of our Clients, then We may disclose your personal information as part of providing services to that client.



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We do not disclose personal information to third parties for the purpose of allowing them to send marketing material to you. However, we may share non-personal, de-identified or aggregated information with select third parties for research, development, analytics or promotional purposes other than direct marketing.

## 6.0 Visiting our Website

### 6.1 Automatic Collection of Personal Information

Together with our service providers we use cookies, web beacons and other technologies on some of our websites and through email to automatically collect certain types of information. The collection of this information allows us to customise and personalise your online experience (including tailoring our online presence) and enhancing your future online experience. We may also use this information for development and analytics purposes. You can tailor your experience with these technologies via the privacy and browser settings on your device or by rejecting the associated cookies.

### 6.2 Analytics Tools

We use analytics tools, such as Google Analytics. To provide website visitors with more choice on how their data is collected by Google Analytics, Google have developed the Google Analytics Opt-out Browser Add-on. More information about how we use Google Analytics can be found at <https://www.google.com/analytics/terms/us.html>.

### 6.3 Social Media Widgets and Applications

Some of our websites and services may include functionality to enable information sharing via third party social media applications, such as Facebook and LinkedIn. These social media applications may collect and use information regarding your use of our websites. Any personal information that you provide via such social media applications may be collected and used by members of that social media application separate to us and are subject to the privacy policies of the relevant companies that provide the applications. We do not have control over, or responsibility for, those companies or their use of your information. Any personal information that you provide on any Forenx social media feature may be shared with other users of that social media feature (unless otherwise stated at the point of collection), over whom we may have limited or no control.

## 7.0 Children

We understand the importance of protecting the privacy of children, especially in an online environment. In particular, our websites, products and services are not intentionally designed for, or directed at, children under the age of 13.

It is our policy to never knowingly collect or maintain information about any person under the age of 13, except as part of a specific engagement to provide services which necessitates such personal information be collected, for example, for the purposes of ensuring compliance with our auditor independence policies, or as otherwise required by law.

## 8.0 Access to Personal Information

It's important that you make sure the personal information we hold about you is accurate, up to date and complete. If any of your details change or if you believe that any personal information Forenx has collected about you is inaccurate you can contact us and we will take reasonable steps to correct it in accordance with the requirements of the Privacy Act. You can request access to your personal



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information that we hold about you. To make a request see 'How to contact us' for details. We may charge reasonable costs for providing you access to your personal information.

### 9.0 Complaints and Enquiries

You can notify us of any complaint you may have about our handling of your personal information via the below details. Following your initial contact, you will be asked to set out the details of your complaint in writing. We will endeavour to reply to you within 30 days of receipt of the completed complaint form and, where appropriate, will advise you of the general reasons for the outcome of the complaint. While we hope that we will be able to resolve any complaints you may have without needing to involve third parties, if you are not satisfied with the outcome of your complaint, you can refer your complaint to the Office of the Australian Information Commissioner.

If you have any questions in relation to this Privacy Policy or our management of your personal information you can contact Forenx at:

Email: [info@forenx.com.au](mailto:info@forenx.com.au)

Post: 164 Lime Avenue, Mildura VIC 3500

Phone 1300 134 535

The information contained in this document is of a general nature and is not intended to address the objectives, financial situation or needs of any particular individual or entity. It is provided for information purposes only and does not constitute, nor should it be regarded in any manner whatsoever, as advice and is not intended to influence a person in making a decision, including, if applicable, in relation to any financial product or an interest in a financial product. Although we endeavour to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.

To the extent permissible by law, Forenx and its associated entities shall not be liable for any errors, omissions, defects or misrepresentations in the information or for any loss or damage suffered by persons who use or rely on such information (including for reasons of negligence, negligent misstatement or otherwise).

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[info@forenx.com.au](mailto:info@forenx.com.au)  
164 Lime Avenue, Mildura VIC 3500  
ABN: 44 671 639 473  
[www.forenx.com.au](http://www.forenx.com.au)  
Mildura | VIC | NSW | SA

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