

Westpac Australia Candidate, Visitor and Contractor Privacy Statement and Consent



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Westpac Australia Candidate, Visitor and Contractor Privacy Statement and Consent

About the Westpac Group and this Candidate, Visitor and Contractor Privacy Statement.

Westpac Banking Corporation and its Australian related body corporates (**Westpac, we, us, our**) are bound by the *Privacy Act 1988* (Cth) (**Privacy Act**) and must protect your personal information in accordance with the Privacy Act and this Candidate, Visitor and Contractor Privacy Statement (**Privacy Statement**). This Privacy Statement applies to Candidates, Visitors and Contractors applying for or holding positions located in Australia or visiting Westpac premises or events in Australia.

About this Privacy Statement.

The content of this Privacy Statement applies in addition to the terms of any contract and other applicable Westpac policies.

This Privacy Statement explains how Westpac handles and manages personal information we collect about you as:

- a person (who is not a current Westpac employee) who applies through Westpac's careers website (westpac.com.au/about-westpac/careers) or otherwise applies to us for a job located in Australia, including via a recruitment agency, whether for a permanent, contract or non-permanent basis as an external candidate (**Candidate**);
- a visitor (who is not already a Westpac employee or Westpac contractor) who attends a Westpac office, premises or place of work in Australia (**premises**), or who attends a Westpac hosted, sponsored or branded event in Australia whether or not on the premises (**Visitor**); or
- a Westpac contractor, that is any person on a contract with us or who is seconded to us for a position located in Australia or is placed with us for a project where the position is located in Australia and who is not a Westpac employee or supplier (**Contractor**).

Definitions.

The terms 'personal information', and 'sensitive information', which includes health information are as defined in the *Privacy Act 1988* (Cth).

'Personal information' includes information or an opinion about an identified individual or an individual who is reasonably identifiable. Examples include an individual's name, signature, address, or date of birth.

'Sensitive information' is a type of personal information and it 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, criminal record, health information or genetic information and some aspects of biometric information.

In Australia.

Westpac Group includes:

- Westpac Banking Corporation
- Bank of Melbourne, Bank SA, St.George Bank and Xylo – each a part of Westpac Banking Corporation
- Advance Asset Management Limited
- Altitude Rewards Pty Limited
- Asgard Capital Management Limited
- BT Funds Management Limited
- BT Funds Management No. 2 Limited
- BT Portfolio Services Limited
- BT (Queensland) Pty Limited
- BT Securities Limited
- Capital Finance Australia Limited
- Davidson Institute – a part of Westpac Banking Corporation
- GIS Private Nominees Pty Limited
- Qvalent Pty Limited
- RAMS Financial Group Pty Limited
- Sallmoor Pty Limited
- St.George Finance Limited
- St.George Motor Finance Limited
- Value Nominees Pty Limited
- Westpac Administration Pty Limited
- Westpac Administration 2 Pty Limited
- Westpac Administration 3 Pty Limited
- Westpac Administration 4 Pty Limited
- Westpac Debt Securities Pty Limited
- Westpac Financial Services Limited
- Westpac Securities Administration Limited
- Westpac Securities Limited
- Westpac Securitisation Management Pty Limited

Outside Australia.

Where you are a Candidate, Visitor or Contractor with Westpac Group in countries other than Australia, the privacy statement or notice applicable to that country applies to you, along with any other applicable supplementary privacy notices provided to you.

Supplementary Candidate, Visitor or Contractor Privacy Notices.

On occasion, we may need to provide you with information specific to the collection of additional personal information (including any additional sensitive information), in which case we will provide you with a supplementary privacy notice.

Please read this Privacy Statement and any supplementary privacy notices provided to you and contact us using the details below if you have any questions.

Where to obtain a copy of this Privacy Statement.

You can view or download a copy of this Privacy Statement at westpac.com.au/privacy/privacy-statement or contact us over the phone at 132 032 to request a copy.

You do not need to provide us with your personal or sensitive information.

You may choose not to provide us with your personal or sensitive information. However, if you choose not to provide us with the personal and/or sensitive information we reasonably request from you or fail to provide adequate personal information, we may be unable to consider your job application, to engage you as a Contractor or to permit you to enter our premises or attend our events, as the case may be.

What personal information we collect about you.

For Visitors:

If you are a Visitor, we may collect your personal information and any sensitive information specifically noted in this Privacy Statement directly from you, including on attendance at any of our premises or events. This personal information will include your:

- full name, email address and telephone number;
- dietary or allergy requirements if you are attending a Westpac event;
- opinions collected as part of surveys relating to a Westpac event;
- sensitive information such as:
 - your health information if you are attending our premises or a Westpac event;
 - information about your accessibility needs and/or adjustment requirements which may include your sensitive information;
 - health information collected for the purpose of work health and safety laws and related insurance claims, for example, if you are injured on our premises, or in relation to a Public Health Order;
- information required for investigation of an incident or allegation for example, a bullying, harassment, fraud allegation or sexual harassment claim (which may include sensitive information);
- identity information such as passport numbers and/or driver's licence details to verify your identity when attending a Westpac event; and
- photographs and/or security images and recordings of you attending our premises or photographs, video, digital or audio recordings of you attending a Westpac event (which is your sensitive information).

For Candidates:

If you are a Candidate we may collect your:

- full name, email address, telephone number, date of birth;
- psychometric assessment information (for example, personality and cognitive ability assessments);
- background check information (for example, criminal records, which is your sensitive information);
- qualifications and employment history, including the information you have provided to us in your resume and covering letter, any information contained in public social media profiles and any information provided to us by a former employer or a referee;
- information about your services in the Australian Defence Force either as a veteran, a reservist or as a current serving member or partner of a serving member in the Australian Defence Force;
- identity information such as your passport and/or driver's licence details, date of birth and residency status (i.e. visa details such as visa number and Visa Entitlement Verification Online (VEVO) check);
- sensitive information including Aboriginal and/or Torres Strait Islander identity to support our diversity equity and inclusion programs, regulatory and reporting obligations;
- information about your accessibility needs and/or adjustment requirements which may include your sensitive information;
- health information collected for the purpose of work health and safety laws and any related insurance claims, for example, if you are injured on our premises, or in relation to a Public Health Order (which is your sensitive information); and
- photographs and/or security images and recordings of you attending our premises (which is your sensitive information).

For Contractors:

If you are a Contractor we may collect your:

- full name, email address, telephone number, date of birth, the Australian State or Territory in which you reside;
- identity information such as your passport and/or driver's licence details, date of birth and residency status (i.e. visa details such as visa number and VEVO check);
- health information collected for the purpose of work health and safety laws and any related insurance claims, for example, if you are injured on our premises or in relation to a Public Health Order (which is your sensitive information);
- sensitive information including , Aboriginal and/or Torres Strait Islander identity to support our Diversity Equity and Inclusion programs (where you opt in or join them), regulatory and reporting obligations;
- information required for investigation of an incident or allegation (for example a Health, Safety and Workplace (HSW) incident such as bullying, harassment or fraud allegation which is logged into Westpac's HSW management system) or a sexual harassment claim which may be investigated by Westpac in conjunction with your employer and logged into Westpac's Service Now system and may include sensitive information, specifically your health information;
- information regarding your work anniversary and/or birthday;
- in some cases, for performance information for example, how you are performing your duties;
- information about your accessibility needs and/or adjustment requirements which may include your sensitive information;
- background check information (for example criminal records and academic records which are your sensitive information); and
- photographs and/or security images and records of you attending our premises (which is your sensitive information).

How we collect personal information about you.

We will collect most personal information about you directly from you, whether in person, on the phone or electronically such as through our websites, including information you provide to us when registering to enter any of our premises, registering to attend a Westpac event, throughout the recruitment process or as part of your engagement with us as a Contractor.

If you are a Candidate or Contractor, we will also collect personal information about you from third parties, such as your named referees, former employer(s), background check providers, recruitment or contractor firms where you have applied to be considered for a job with us and, if you are a Contractor, from your employer.

If you give us personal information about someone else.

Before you provide another person's personal information to us (for example, a family member as your emergency contact), you must make them aware:

- that you will be doing this;
- of the content of this Privacy Statement and any other relevant supplementary privacy notices; and
- that we will collect, use and share their personal information in accordance with this Privacy Statement and any other supplementary privacy notices we give you.

Why we collect personal information about you.

For Candidates, Visitors and Contractors:

We collect personal information and, where indicated in this Privacy Statement, sensitive information about you for the following purposes:

- (i) to verify your identity;
- (ii) to ensure your and our safety when you are on-site or attending a Westpac event;
- (iii) to take imagery or audio recordings (which is your sensitive information) on our premises or at Westpac events for security and, in relation to events, for promotional or marketing purposes;
- (iv) to detect and investigate any incidents or concerns such as a bullying, harassment or fraud allegation or sexual harassment claim, which may include sensitive information;
- (v) where applicable, to provide you with information regarding your relationship or contract with us;
- (vi) to accommodate workplace accidents and related insurance claims;
- (vii) for statistical analysis to help us better and support you;
- (viii) for Diversity, Equity and Inclusion or other programs applicable to you and for which you have opted-in;
- (ix) to share information with law enforcement, regulators and government agencies, including foreign government agencies, where required or authorised by law;
- (x) to ensure safe access to and movement around our premises and/or any meeting with us as a Candidate, a Visitor or a Contractor;
- (xi) to support Candidates with accessibility needs and/or adjustment requirements during the recruitment process;
- (xii) to assess suitability to be permitted access to our premises and/or be engaged as a Contractor; and
- (xiii) otherwise as permitted or required by law.

For Visitors only:

We collect personal information about you for the following purposes:

- (i) to process your registration for a Westpac event;
- (ii) to contact you following an event to obtain your feedback; and
- (iii) to inform you of upcoming events.

For Candidates only:

We collect personal information and, where indicated in this Privacy Statement, sensitive information about you for the following purposes:

- (i) to assess your suitability as a Candidate and/or identify employment opportunities that match your profile, experience, and expertise;
- (ii) to meet our commitments to the Prime Minister's National Veterans' Employment Program;
- (iii) to identify applicants under our commitment to the Prime Minister's National Veterans' Employment Program and to provide Australian veterans, reservists and current serving members of the Australian Defence Force and their partners the opportunity to gain employment with us;
- (iv) to shortlist Candidates and contact shortlisted Candidates to progress their application;
- (v) to respond to your queries regarding your application or prospective employment with us;
- (vi) to provide information to you regarding your application for a job with us; and
- (vii) to notify you of any updates in relation to your application.

For Contractors only:

We collect personal information and, where indicated in this Privacy Statement, sensitive information about you for the following purposes:

- (i) for training, security and other personnel management purposes;
- (ii) to acknowledge work anniversaries and birthdays;
- (iii) for performance management;
- (iv) for discussion with you of potential future roles (permanent and contract) at Westpac; and
- (v) for voluntary participation in Employee Advocacy Group events and other programs such as Aboriginal and/or Torres Strait Islander Programs.

Who we disclose your personal information to and why.

The table below explains who we disclose your personal information (including your sensitive information) to:

Entity description	Who we may share your information with	Why/for what purpose
Westpac Group entities	other companies within the Westpac Group	to manage your future employment or contract with us (as applicable)
Westpac's professional advisers	our professional advisers such as our financial advisers, auditors and legal advisers	for the purposes of obtaining their professional services (for example, in the case of our legal advisers these services will include assessing our legal obligations and defending any legal claims or potential claims)
Organisations that help us run our business, government and law enforcement agencies	<p>Other organisations that help us run our business, including:</p> <ul style="list-style-type: none"> • businesses that we partner with that provide employment related services or perform background verification checks • service providers or other organisations that support us or partner with us in organising events • dispute resolution and regulatory authorities • external dispute resolution schemes and complaints bodies or third parties who assist with dispute resolution • regulatory bodies, government agencies (including the Fair Work Ombudsman and the Fair Work Commission) and law enforcement bodies in any jurisdiction 	<ul style="list-style-type: none"> • to support with the Candidate or Contractor recruitment and engagement process • improve Candidate and/or Contractor engagement • to understand more about you and our working environment • to effectively manage our risk and regulatory obligations • to verify your identity • to identify, investigate or prevent fraud or other misconduct • to resolve any complaints • to provide the event services to you • to help us develop insights, conduct surveys and data analysis • where required or authorised by law to do so

Sharing your personal information overseas.

For Candidates and Contractors, we will share your personal information (including your sensitive information) outside Australia to some of the recipients and for the purposes noted above, including:

- where applicable, to overseas locations to third party service providers, government or regulatory bodies, law enforcement agencies or current or former employers in order to verify the information you have provided to us, including your identity, background checks (such as criminal history checks) and former and current employment history; and
- to Westpac Group branches or entities located outside of Australia, including Germany, Hong Kong, Singapore, New Zealand, United Kingdom, United States, and Papua New Guinea and Fiji in relation to your proposed employment with us or engagement as a Contractor.

How we protect your personal information.

We take a range of reasonable physical, electronic and other security measures to protect the security, confidentiality and integrity of your personal information (including your sensitive information). For example:

- all staff are bound by internal information security policies and are required to keep personal information secure;
- all staff are required to complete training about privacy and information security;
- we monitor and review our compliance with internal policies; and
- we regularly assess our security measures against industry best practices.

Accessing your personal information.

If you are a Candidate much of the personal information we hold about you is available for you to access via our careers portal. You can access such information through the careers portal or by contacting the Talent Acquisition Team through the details in the 'contact us' section below.

If you are a Contractor much of the personal information we hold about you is available for you to access via the PeopleHQ. This includes for example, your personal details, emergency contact details and your remuneration details. You can access such information through PeopleHQ on the Westpac intranet site.

Requests to access personal information.

If you request access to your personal information, we will contact you within one month from the date of receipt of your request and provide you with the personal information requested, unless we decide to refuse access to some or all of the personal information (in which case we will, where required to do so, notify you of the reasons for such refusal).

We will only refuse your request to access your personal information in certain circumstances such as if granting access would be unlawful, would pose a serious threat to the health and safety of any individual, or if there is reason to suspect unlawful activity or misconduct.

Updating and/or correcting your personal information.

We take reasonable steps to ensure the accuracy of your personal information before we use it. To help us do this, it is important that you keep your personal information complete, accurate and up-to-date and immediately tell us if your personal information changes by using our contact details below in 'Contact Us'.

Resolving your privacy complaints and concerns.

If you have a question or complaint about how your personal information (including sensitive information) is being handled by us or our service providers, please contact us first by using the contact details provided below in 'Our commitment to you'.

Our commitment to you.

We will do our best to resolve any concern you have efficiently and fairly. If you are unhappy about something we have done – or not done – please give us the opportunity to put things right.

Our aim is to resolve your complaint pursuant to our complaint processes. This can be found at westpac.com.au/contact-us/feedback-complaints. If we need additional time to get back to you, we will let you know.

If you are still unhappy.

Under the Privacy Act you may complain to the Office of the Australian Information Commissioner (**OAIC**) if you have raised a complaint with us and you're not happy with our response or have concerns about the way we handle your personal information.

The contact details for the OAIC are set out below.

GPO Box 5218
Sydney NSW 2001

Phone enquiries: 1300 363 992

Online enquiries: www.oaic.gov.au/privacy/privacy-complaints

Email: enquiries@oaic.gov.au

Contact us.

If you are a **Candidate**, you may also contact our Talent Acquisition Team via email at talentacquisition@westpac.com.au or by phone on 1800 655 592.

If you are **Contractor**, for any privacy queries about this Privacy Statement, correction and access requests or complaints please contact:

Our HR Service Centre by email at HRServiceCentre@westpac.com.au; or by calling 132 032.

If you are a **Visitor** and have provided your personal information to us in relation to a Westpac event or during attendance at a Westpac office, you should contact your host directly in relation to any questions concerning the handling of your personal information.

Our Group Privacy Officer can be contacted in relation to privacy concerns by writing to Reply Paid 5265, Sydney, NSW 2001.

Changes to this Privacy Statement.

We may, from time to time, update this Privacy Statement. Please ensure you review it periodically for changes. If any changes are significant we will either let you know in writing or post a message to that effect on our website westpac.com.au.

Your continued attendance on our premises, engagement with us or the provision by you of further personal information to us after this CVC Privacy Statement has been revised will be deemed to be your acceptance of (and, for sensitive information, your consent to) the revised CVC Privacy Statement.

This Privacy Statement was last revised on 5 July 2023.

Consent to collection, use and disclosure of sensitive information

For Candidates and Contractors.

By applying for or proceeding with an application for a job with us or applying to be or becoming a Contractor or otherwise providing us with any of your sensitive information that is specifically noted in this Privacy Statement, you consent to our collection, use, holding and disclosure of that sensitive information in accordance with and as set out in this Privacy Statement.

If you do not provide us with the sensitive information which we reasonably request as part of your application for a job with us, or applying to be or become a Contractor, we may not be able to commence or continue with your application or your engagement as a Contractor. Where we ask you if you wish to volunteer sensitive information and you do not do so, then we may not be able to offer you certain benefits, access to programs or additional support that relate to the provision of that sensitive information.

You may withdraw your consent for us to handle your sensitive information, but in some cases your sensitive information may be required to be retained if there is a legal requirement to do so. Withdrawing your consent may impact your application for a job with us, or the commencement of a contract with us or access to entitlements, benefits, programs or other additional support. If you wish to withdraw your consent for us to handle your sensitive information, please contact us by using the 'Contact Us' details in the Privacy Statement for Candidates or Contractors, as applicable.

We may provide you with additional requests for your Consent in relation to the collection and handling of specific sensitive information.

For Visitors.

By attending a Westpac event or providing us with your sensitive information, you consent to us collecting your sensitive information that is set out in the Privacy Statement. This includes our collection and use of imagery of you (for example photographs, video or other digital recordings) and audio recordings for security purposes as well as promotional or marketing purposes.

If you do not wish to provide us with the sensitive information that we reasonably request as part of your attendance as a Visitor, we may not be able to allow you to attend an event or provide you with additional support, such as access requirements.

You may withdraw your consent for us to handle your sensitive information, but withdrawing your consent may impact your attendance at an event. If you wish to withdraw your consent for us to handle your sensitive information, please contact us by using the 'Contact Us' details in the Privacy Statement for Visitors.

We may provide you with additional requests for your Consent in relation to the collection and handling of specific sensitive information.

For persons responsible for visitors who are under 18 years old.

If you are bringing a visitor who is under the age of 18 years old, then as their guardian or the adult responsible for that person under the age of 18 years old, you are responsible for providing consent on behalf of that individual.

We're here to help

☎ 132 032

🖥 westpac.com.au

📍 Visit us in branch

Accessibility support.

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS, you can register by scanning the QR Code or visiting infrastructure.gov.au/national-relay-service



Visit westpac.com.au/web-accessibility for further information on our accessible products and services for people with disability.

“QR Code” is a registered trademark of Denso Wave Incorporated.



Westpac acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respect to Australia's First Peoples, and to their Elders, past and present.

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