



SILICA RESOURCES
A U S T R A L I A

Privacy Policy

Silica Resources Australia Limited

ACN 655 231 066

Approved by the Board on 11 August 2024

PRIVACY POLICY

Introduction

Silica Resources Australia is strongly committed to protecting the right to privacy and to full compliance with its obligations under the Privacy Act 1988 (Cth) (**Privacy Act**). In particular, SRA will comply with the Australian Privacy Principles (**APPs**). Individuals can find out more information about the Privacy Act and the APPs at the Office of the Australian Information Commissioner's website at www.oaic.gov.au.

This Privacy Policy explains some of the APPs and how they may apply to individuals who provide personal information and/or conduct business with SRA.

Collection

SRA aim to collect and hold personal information only if it is relevant and necessary to carry out its main business.

Personal information has the meaning given to that term in the Privacy Act and includes information or an opinion (whether true or not) about an identified individual, or an individual who is reasonably identifiable.

SRA may collect personal information about an individual when:

- Onboarding a third party or subcontractor;
- Purchases are made from us;
- A person requests to be contacted via the SRA website;
- Certain information is required about clients or debtors to conduct general business;
- A person supply goods or services to SRA.

SRA's Sales Representatives may also collect personal information about potential clients or suppliers through its business development processes.

Information Provided by Individuals

Most of the personal information that SRA collect about an individual has been collected directly for a specific purpose.

In general SRA collect and hold the following personal information:

- name;
- address;
- email address;
- telephone number;
- details of product orders that have been purchased and
- payment information

If you are a client of SRA, we may collect personal and financial information so that we can collect payment from you for our product. How we handle your payment information (such as bank account details) is set out below.

Information Provided by Third Parties

Unless it is unreasonable and impracticable to do so, SRA will collect personal information from you directly. However we sometimes collect personal information from third parties about potential clients or suppliers. This information may be used to stay in touch or send you information about our business.

If you are a client of SRA, you may be the subject of a credit check conducted by a credit agency to protect our ability to recover our bills.

In some cases we will be required or authorised by Australian law, or the order of a court or tribunal to collect personal information about you. We will take reasonable steps to let you know when we have collected your personal information, unless it is obvious from the circumstances that you would know or would expect us to have the information.

Sensitive Information

SRA will not collect sensitive information such as your race, religion, beliefs or sexual preference, except where you have consented or as permitted under the Act.

Use and Disclosure of Personal Information

SRA will collect and hold personal information for the primary purpose of providing you with the product orders that you request from us, or if it is reasonable to expect that we would use or disclose your personal information for purposes which are related to that primary purpose.

SRA may disclose your personal information to external service providers that are used to operate our businesses and to manage business systems, for example:

- debt collection agencies;
- market research analysts;
- file storage service providers;
- database and mailing service providers;
- printers;
- call centres;
- providers of payment processing and identity verification services; and
- IT technicians who may need access when providing remote support (although it is usual practice for them to work under supervision).

Depending on the reason for which personal information was collected, some information collected by one division of the company may be disclosed to other parts of the company for the purpose of providing the services set out above.

Whilst it is SRA's intention to require external service providers (contractors) to comply with the Act in all respects the privacy and collection practices of entities to whom your personal information is disclosed are governed by their own privacy policies and collection notices.

We are not likely to disclose information to overseas recipients and would only do so in accordance with legal requirements.

We will not otherwise disclose information about you unless the disclosure:

- is required by law;
- is authorised by law; or
- you have consented to our disclosing the information about you.

Payment and Credit Card Information

Ordering product is designed to be as simple as possible while providing for the security and privacy of your details.

All payment information provided to us will be used for the invoice payment, verification and processing of the account or transaction and then stored confidentially. Credit card details will not be retained for future transactions.

Security

SRA will endeavour to maintain a secure system for storing personal information. Technological and operational policies and procedures are in place to protect personal information from misuse and loss and from unauthorised modification or disclosure, including industry standard high-grade encryption.

Anonymity

Where lawful and practicable, SRA will give you the option of not identifying yourself when supplying information or entering into transactions with the company. However in some cases this may not be practicable.

Access and Correction

You may request access to, or correction of, the personal information that we hold about you. To do so, please contact us and we will respond to your request as soon as reasonably practicable. We will give you access to, or correct, your personal information unless there is a lawful reason for refusing your request for access or correction. If we refuse your request we will give you a written notice explaining our reasons for that refusal.

Change in control of SRA

If we sell or otherwise transfer part or the whole of SRA or our assets to another organisation (e.g., in the course of a transaction like a sale, merger, acquisition, dissolution, liquidation), you agree that your personal information that is collected by SRA may be disclosed to a third party or prospective buyer or transferee and that this is reasonable to enable the transferee to continue the business.

Complaints

If you have a complaint about SRA's collection, use or disclosure of your personal information, or if you wish to make a complaint about a breach of the Australian Privacy Principles, please contact SRA's Managing Director, Robert Tindall. Your complaint will be investigated as soon as possible (but no later than 5 business days) and you will be provided with a written response. Alternatively, you may make a complaint to the Officer of the Australian Information Commissioner (although the Commissioner may decline to hear the complaint if you have not first made a complaint to SRA). More information is available at www.oaic.gov.au.

Updating Our Privacy Statement

As SRA grows and changes or where applicable laws change, we may revise our Privacy Policy. We will keep you updated on these changes by posting new versions of our policy on our web site.

By providing your personal information to us or by using our web site, you are indicating your acceptance of SRA's current policy.