

## Privacy policy

NEOS HR respects your privacy. We are bound by the National Privacy Principles as set out in the Privacy Act (Cth) 1988 (Privacy Act).

Personal information includes any information about you that identifies you or from which your identity can reasonably be determined. We collect personal information when we deal with clients, customers or others with whom we have business dealings. We also collect personal information when a customer or client requires us to collect information on their behalf. We will take reasonable steps to ensure you are aware why we are collecting your personal information and how we plan to use it. Often these issues will be obvious when we collect the information.

We usually collect personal information such as contact details and, where relevant, job title or position, expertise, and information about your work circumstances and situation. We may include your personal information, including information and opinions about you, in our records, e.g. in a customer relationship management system. As a general rule, we do not collect sensitive information, but if we do, we will only collect it with your consent or as otherwise permitted by law.

We may use your information to communicate with you and to enhance and develop our relationship with you. We may also use your information for other purposes, as permitted by law.

NEOS HR may disclose your information to service providers, agents, contractors and strategic partners from time to time to help us carry out our functions in a more streamlined and efficient manner.

NEOS HR will not send your personal information outside Australia unless you have consented or as otherwise permitted by law.

We will handle personal information relying on the employee exemption in the Privacy Act, where this exemption is applicable.

We use a variety of physical and electronic security measures including restricting physical access to our offices, firewalls and secure databases with the aim of keeping personal information secure from misuse, loss or unauthorised use or disclosure. However, except to the extent liability cannot be excluded due to the operation of statute, we exclude all liability (including in negligence) for the consequences of any unauthorised access to, or unauthorised use of, your personal information.

You may request access to any of the personal information we hold about you. Please contact us to seek access to your information or if you have a complaint concerning your information privacy. We may deny your request in some circumstances, but if we do this we will tell you why.

You can contact us at the following address: NEOS HR

27 Derwent Street  
Upper Mt Gravatt Central QLD 4122  
t: 07 3333 1921  
e: admin@neoshr.com.au

You are not required to provide us with any personal information when visiting our website. However, sometimes we need to collect information from you in order to provide services that you request, e.g. to contact you or send you information.

When you visit our website, or download information from it, records will be made of your visit which may include the following information: your Internet address, your domain name if applicable, your domain location, the date and time of your visit to the website, the pages you accessed and documents downloaded, the previous website you have visited and the type of browser you are using. This information may be collected by our website host or by a third party engaged by us to perform website analytical services. This information is only used for statistical and website development purposes. This information may be passed on to us in aggregated form by a third party engaged by us to perform website analytical services but will not be passed on to us by our website host.

We will not send your personal information outside Australia unless you have consented or as otherwise permitted by law. However, our website may be hosted outside Australia and information collected by our website host or by a third party engaged to perform website analytical services, as outlined above, may be collected outside Australia.

We make limited use of cookies on our website to improve the functionality of our website, not to store any of your personal information. A cookie is a small message given to your web browser by our web server. The browser stores the message in a text file, and the message is then sent back to the server each time the browser requests a page from the server. When cookies are used on our website, they are used to store information relating to your visit such as a unique identifier, or a value to indicate whether you have seen a web page. They are used to distinguish your Internet browser from the thousands of other browsers. Our website will not store personal information such as email addresses or other details in a cookie.

Most Internet browsers are setup to accept cookies. If you do not wish to receive cookies, you may be able to change the settings of your web browser to refuse all cookies or to notify you each time a cookie is sent to your computer, giving you the choice whether to accept it or not. You should seek advice from an IT service provider if you do not understand how to exercise this option on your browser.

The Internet is not a secure environment. If you send us information, including your email address, it is sent at your own risk.

This version of this Privacy Statement was issued in March 2026. We may amend it periodically.