

Privacy Policy

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OPEDAH Holding Pty LTD

ABN 18 637 239 402

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2. Our Commitment to Privacy

OPED Australia Holding Pty Ltd (OPEDAH) recognises the importance of privacy and is committed to protecting the privacy of its shareholders, employees and other related parties when handling your personal information. From the outset, it should be noted that all personally identifiable information is managed with the utmost confidentiality.

3. Purpose

This Privacy Policy (Policy) explains how the Company will collect, hold, use, disclose, protect and otherwise handle your personal information in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

This Policy also sets the expectations for employees, contractors and/or suppliers of the Company who may during the course of their engagement access Private Information. It also identifies the possible consequences for employees, contractors and/or suppliers who breach this Policy, and/or related legislation.

4. Terminology

Clients: Refers to customer and patients of the Company and its subsidiaries.

Personal Information: The expression 'personal information' is used in this policy to refer to information or an opinion about you from which you can be reasonably identified.

Policy: Refers to this policy.

The Company: In this Policy the expressions 'the Company', 'we', 'it', 'us' and 'our' are a reference to OPEDAH.

5. Why we collect personal information

The Company only collects personal information so that it can carry out its business and comply with its legal obligations. If the Company does not collect your personal information, it may not be able to provide you with these services.

6. NDIS

Each of the OPEDAH companies are subject to NDIS (Quality and Safeguards) Commission audits. The organisation will follow the guidelines of the Australian Privacy Principles in its information management practices.

7. Privacy information for Clients

Our clients will be told what information is being collected, how their privacy will be protected and their rights in relation to this information within their service agreement and through our 'Your Privacy and Confidentiality' pamphlet.

To ensure privacy for participants or staff when discussing sensitive or personal matters, the organisation will:

- Only collect personal information which is necessary;
- Which is given voluntarily; and
- Which will be stored securely

The Company will not disclose such personal information to a third party:

- Without the individual's consent; or
- Unless that disclosure is required or authorised by or under law

8. What kinds of personal information do we collect from our employees?

The types of personal information which we may collect, and hold include, without limitation:

- (a) your name;
- (b) address and other contact details;
- (c) date of birth;
- (d) tax file number (TFN); and
- (e) banking details.

Generally, the Company will not collect sensitive information about you (such as your race or ethnic origin, political beliefs or religion). If the Company needs sensitive information, it will ask your consent when it collects this information and comply with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

As part of your employment conditions, the company may also request a Police Check and Working rights. As an Allied Health / Healthcare service company, we may be required to collect information pertaining to vaccinations to ensure with compliance with our customers (Hospital) requirements.

9. Collecting information from you

How the Company collects your personal information will largely depend on whose information it is collecting. If it is reasonable and practicable to do so, the Company will collect personal information directly from you. Depending on how you choose to interact with the Company, the Company may collect your personal information when you contact the Company or its service providers by telephone, by email, through the Company's website or when you complete a form or document and provide it to the Company.

10. Collecting information from third parties

The Company may also collect information about you from other people (e.g. a third-party administrator) or independent sources. However, the Company will only do so where it is not reasonable and practicable to collect the information from you directly. Where the Company has collected your information from a third party, such personal information will be held, used and disclosed by the Company in accordance with this Privacy Policy. When you provide the Company with personal

information you consent to the use, disclosure and handling of your personal information in accordance with this Privacy Policy and any subsequent amendments.

11. Collecting information from visits to the Company's website

The Company may collect information based on how you use its website including through 'cookies', web beacons and other similar technologies. Cookies are small text files that websites or apps may place on your computer or device and collect non identified/anonymous information about the users of its website such as the number of visitors, the number of pages viewed and the internet advertisements which bring visitors to the website.

The Company uses cookies to provide you with a more consistent experience across our services and reserves the right to ask advertisers or other partners to serve ads or services to your devices, which may use cookies or similar technologies placed by us or the third party. This information is collected to analyse and improve the Company's website, its marketing campaigns and to record statistics on web traffic.

No attempt is made by the Company to use this information to personally identify you. We record a variety of information from interactions with our online services including IP address, locations data (where available and not disabled by the user), dates, times, and other user activity. In most cases we will not be able to reasonably identify an individual from the information collected. However, if cookie information is linked with personal information, we hold about you as set out above, this cookie information becomes personal information and will be treated in the same manner as the personal information to which it has been linked.

You can remove or reject cookies by adjusting the settings on your web browser.

12. Unsolicited information

If the Company receives personal information that it has not requested, or it determines that the personal information received is not reasonably necessary to provide its services, the Privacy Policy Company will take reasonable steps to de-identify or destroy that personal information.

13. How we hold your personal information

The security of your personal information is of paramount importance to the Company and it takes reasonable steps to protect the personal information it holds about you from misuse, loss, unauthorised access, modification or disclosure. The Company has a number of safeguards in place to protect the personal information we hold, including password protected databases, staff training and system firewalls. The Company maintains password security and restricted access to all electronic documents containing personal information and stores hard copy documents in secured locations.

The Company will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for the purpose for which the information was used or disclosed.

14. How do we use your personal information?

The Company will not use or disclose personal information that we collect for any purpose other than the primary purpose of collection unless:

- (a) such use is related to the primary purpose and you would reasonably expect us to use or disclose the information for that other purpose;
- (b) in the case of direct marketing not related to our activities - we have obtained your prior consent (unless it is not reasonably practicable to seek your consent and we otherwise comply with the requirements of the Privacy Act); or
- (c) the use or disclosure is otherwise permitted under the Privacy Act or required to comply with any relevant laws, regulations, codes or practice and court orders.

As a general rule, we do not engage in direct marketing activities. To the extent that we do engage in direct marketing in the future, however, you may at any time request us not to provide you with any further direct marketing communications by contacting us via the details set out below.

By using our website, you will be deemed to consent to us using your personal information collected by our website for the following purposes:

- (i) notifying you about any changes to the information which currently exists on the website;
- (ii) notifying you in the future about new information relevant to our services; and
- (iii) monitoring your use of our website.

15. How is personal information disclosed to others?

The Company does not sell, rent or trade personal information to, or with, third parties.

The Company's website may contain links to other websites. The Company does not share your personal information with those websites, and it is not responsible for their privacy practices.

In some circumstances your personal information may be disclosed to service providers that perform a range of services on behalf of the Company including:

- (a) mailing houses and printing companies;
- (b) auditors and solicitors;
- (c) registry providers;
- (d) information technology vendors; and
- (e) other consultants. Personal information may be disclosed to third parties within or outside of Australia.

If the Company transmits your personal information over the internet (for example to third parties who hold data outside Australia) we will take reasonable steps to maintain the security of any personal information to prevent misuse and unauthorised access. Despite these protection mechanisms, you should be aware there are inherent risks associated with the transmission of data over the internet and we cannot guarantee any transmission will be completely secure.

Where the Company discloses your personal information to its service providers, it will take steps to ensure that they are authorised to only use personal information in order to perform the functions required by the Company and in accordance with the Privacy Act 1988 (Cth).

The Company may also disclose your personal information to law enforcement agencies, courts or government agencies where required to comply with specific legal requirements. In particular, the Corporations Act 2001 (Cth) requires certain information about you to be included in the Company's registers which are able to be accessed by the public.

16. Overseas data transfers

Where personal information is transferred to overseas business, all information is restricted to that which is essential to service provision only. The countries include (but are not limited to) the USA, Germany, and the UK.

To ensure compliance with the Australian Privacy Principles (APPs), any overseas data transfer recipients will only ever receive de-identified data. They are expected to secure this data and not disclose to third parties.

17. Data Security

We will take reasonable steps to protect the personal information which we hold from misuse or loss and from unauthorised access, modification or disclosure.

This is achieved by practices such as:

- Monitoring and limiting who has access to personal information
- Regular auditing of our Cybersecurity protections and storage practices
- Training staff on privacy legislation, privacy risks and breach responses
- Destroying information which is no longer required for any purposes by the Company
- Regular review of contracts with suppliers and service suppliers to handle our data

18. Compliance and Data Breaches

If we are advised of a potential breach, whether through internal monitoring, by our suppliers, internal reporting etc. appropriate actions will be taken. These may include but are not limited to a forensic investigation undertaken by a third party, internal investigations, etc. Employee/Contractor and Supplier obligations

Information obtained during your engagement with the Company, specifically as it relates to personal details of others (employees, clients, patients etc.), remains the property of the Company, and is only to be used within the scope of this policy and your role in the Company. Information is to be stored only within the appropriate storage locations approved by the Company.

Use of third party applications (such as note takers) must be applications approved by the Company.

Disclosure of protected information pertaining to employees, clients, patients, etc. from any third parties must be approved by CEO, General Manager of Distribution, Director of Finance, or a member of the HR team before disclosure to ensure that the Company is legally obliged to provide this information.

All reasonable measures must be taken to ensure privacy is protected. This includes actions such as ensuring your electronic devices are locked when you are not present, collecting any confidential information that is printed immediately, and only sharing protected information on an as needed basis.

A breach of this policy may constitute a breach of the Privacy Act. If a breach is committed by an employee, contractor or supplier of the Company, it may result in disciplinary and/or legal actions and/or termination of employment/engagement. Australian Orthotic and Prosthetic Association (AOPA) members may also be subject to disciplinary action by this governing body.

19. Ensuring your personal information is up-to-date

It is important that the personal information we collect from you is accurate, complete and up-to-date.

During the course of our relationship with you, we will ask you to tell us of any changes to your personal information. However, you can contact us at any time to update your personal information or to tell us that the information we hold about you is inaccurate or incomplete.

20. Access, Correction and Further Information

We will provide you with access to your personal information held by us, unless we are permitted under the Privacy Act to refuse to provide you with such access. Please contact us on the details below if you:

- a) wish to have access to the personal information which we hold about you;
- b) consider that the personal information which we hold about you is not accurate, complete or up to date;
- c) Object to our data processing activities;
- d) require further information on our personal information handling practices; or
- e) request the deletion of your personal information if the data is no longer necessary for the purposes for which it was collected, consent is withdrawn or if the data was collected unlawfully.

If you believe that the Company has not protected your personal information as set out in this privacy policy or has denied you access to your personal information in potential breach of the Privacy Act, you may lodge a complaint by writing directly to the Company. We will endeavour to respond to your request within 30 days. All such complaints will be handled with the appropriate discretion.

If you are not satisfied with the result of your complaint to the Company or if your complaint remains unresolved, you may access an external dispute resolution service or apply to the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au to have the complaint heard and determined.

Further information on the Act and the Australian Privacy Principles, can be found at www.privacy.gov.au.

21. How to contact us

All correspondence should be directed to the HR Department on:

Tel: 1300 866 275

E-Mail: hr@oped.com.au

Mail: Human Resources / Payroll Manager
OPED Holdings Australia Pty Ltd
26-32 Clayton Road

22. Disclosure

From time to time, we may change our policy on how we handle personal information or the sort of personal information which we hold. By continuing to use the Company's services you will be deemed to have accepted the terms and condition of this Policy.

23. Approved and Adopted

This Policy was approved and adopted by the CEO in October 2025.