

Information Management

Policy 7 | Version 6

We are committed to ensuring all information related to our customers, workers, associates, and the organisation, is created, collected, stored, accessed, shared and disposed of responsibly and lawfully.

Vertaview Group is dedicated to safeguarding personal and organisational information and ensuring that privacy rights are upheld across all aspects of our operations. We foster a culture where all workers understand their responsibilities for confidentiality and sound information management practices, aligned with the Australian Privacy Principles.

Scope:

This policy (and related document/s) applies to Vertaview Limited and its subsidiary companies, related entities, and affiliates anywhere in Australia (collectively referred to as the Vertaview Group) (we/us).

We will:

- ✓ Maintain a consistent organisation-wide approach to creating, collecting, managing, and disposing of information.
- ✓ Securely manage customer and worker information and records, whether physical or digital, to ensure privacy and confidentiality is maintained.
- ✓ Manage business information in a manner that supports authorised access, operations, business continuity and informed decision-making.
- ✓ Ensure information is easy to retrieve and that personal and sensitive information is appropriately managed throughout its lifecycle.
- ✓ Ensure that internally and externally published or shared information is approved, appropriate, accurate and timely.
- ✓ Have processes to govern the use of Information Technologies (IT) and continue to evolve these processes to ensure IT is used responsibly and transparently.
- ✓ Embed strong information governance and capability across the organisation through education, systems and continuous improvement.
- ✓ Escalate and resolve information and data breaches in a timely manner.
- ✓ Test and review systems and controls to ensure the security, integrity and lifecycle management of information.

We recognise the importance of ensuring that information relating to customers, their families, our workers, and our organisation is secure, while facilitating appropriate and timely access. All customers and workers have the right to privacy and confidentiality, and to decide who may access the information they have shared with Vertaview Group.

Our objective is to ensure best practice for information management across the organisation in alignment with the Australian Privacy Principles

Accountability resides with the Vertaview Group Chief Executive Officer who is accountable to the Vertaview Limited Board for maintaining high quality information management systems and processes.

We will comply with all Australian Privacy Principles, relevant legislative, and regulatory, requirements including data breach reporting and having appropriate internal controls in place.

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Angela Tillmanns, Vertaview Limited Chair
September 2026



Damian Bell, Vertaview Group CEO
September 2026