

## Purpose

This policy outlines our commitment to protecting the privacy of individuals whose personal information we collect, hold, use and disclose in accordance with all relevant privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

It provides guidance on how we collect, use, store and disclose personal and sensitive information and establishes a clear reporting process for complaints or suspected breaches.

## Scope

This policy applies to all Port of Portland (POPL) customers, port users, tenants, contractors, visitors, job applicants, stakeholders, and any other individuals whose personal information we handle.

### Definitions

Privacy, as defined in this policy, is our ability to protect our personal information, including the ability to control who can see or use information about us.

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

Sensitive personal information can include information about a person's race or ethnic origin, health, sexual orientation, religious beliefs, criminal record, professional or trade union memberships.

## Collection of Personal Information

POPL collect personal information from relevant Port stakeholders, visitors and other individuals as necessary for our operations. This information may include:

- Contact details i.e. name and title, address, email address, phone number, date of birth, employment or business details
- Identity verification information, i.e. driver's licence, passport or Maritime Security Identification Card (MSIC) details
- Payment and billing information
- Images and recordings, including photographs and CCTV footage of individuals and vehicles
- Incident-related information, including involvement in safety, security or operational incidents
- Complaints and feedback, including information you provide when submitting a complaint or feedback provided through consultations or programs
- Recruitment-related information, including employment history, qualifications and application materials where you apply for a role with POPL

We may collect personal information directly from you, or from third parties where it is lawful and reasonable to do so.

## Use and Disclosure of Personal Information

POPL collects, uses, and discloses personal information for operation, safety, regulatory obligations and stakeholder engagement requirements, including, but not limited to:

- Managing the safety and security of the Port, including people, assets, facilities and operations
- Complying with legal and regulatory obligations, including reporting requirements
- Engaging in recruitment or tender processes, where individuals apply for employment or contract roles with POPL
- Responding to and investigating complaints, incidents or enquiries relating to Port activities
- Communicating with the government, community, industry, and other stakeholders
- Managing and reviewing website usage, including through cookies and similar technologies, to improve user experience and analyse traffic
- Any other purpose required by law, or with the individual's consent.

Personal information may be disclosed to third-party service providers or disclosed outside Australia where reasonably necessary to support POPL's operations.

POPL takes reasonable steps to ensure these parties handle personal information in a manner consistent with the Australian Privacy Principles or equivalent protections.

## Storage and Access to Personal and Sensitive Information

POPL takes reasonable steps to ensure the personal information it holds is accurate, complete, and protected from misuse, interference, loss, and unauthorised access, modification, or disclosure.

You may request access to the personal information POPL holds about you by contacting the POPL Privacy Officer using the details below. POPL aims to respond to access requests within a reasonable timeframe (generally within 30 days).

If you believe that the personal information held by POPL is inaccurate, incomplete, or out of date, please contact the Privacy Officer. POPL will take reasonable steps to update or correct the information where appropriate.

## Reporting Process

If you have any concerns about how your personal information, or that of another individual, has been handled, you may contact the Privacy Officer to raise a concern or make a complaint.

Any actual or suspected loss, unauthorised access, disclosure or misuse of personal information must be reported to the Privacy Officer.

POPL will investigate privacy concerns and complaints in a timely and fair manner, respond within a reasonable timeframe (generally within 30 days), and take appropriate action to resolve issues.

If you do not feel comfortable talking to a representative within POPL, would like additional support, or are unsatisfied with a response, you can contact the:

**Office of Australian Information Commissioner (OAIC)**

Telephone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Website: <https://www.oaic.gov.au/privacy/privacy-complaints>

**Privacy Officer**

For privacy-related enquiries or requests, the Chief Operating Officer is POPL's designated Privacy Officer. Please contact:

**POPL Privacy Officer**

Port of Portland Pty Ltd,

PO Box 292, Portland Vic 3305

Telephone: 5525 2450

Email: [info@portofportland.com.au](mailto:info@portofportland.com.au)

A handwritten signature in black ink, consisting of a stylized 'G' followed by a horizontal line.

Greg Burgoyne  
Chief Executive Officer

28 May 2026