



PRIVACY POLICY

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1 WHAT IS THIS PRIVACY POLICY?

- a) In this Privacy Policy, “Iluka”, “we”, “us” or “our” means Iluka Resources Limited ABN 34 008 675 018 and all related or subsidiary entities unless that entity has its own privacy policy on its website.
- b) We are committed to protecting and respecting your privacy. We believe it is important for you to understand how we collect, use and disclose your personal information.
- c) This Privacy Policy sets out the basis on which any personal information we collect from you, or that you provide to us, will be collected, used, processed, stored, transferred or otherwise handled by us.

2 WHAT IS PERSONAL INFORMATION?

Personal information is information or an opinion about an individual, or an individual who is reasonably identifiable, whether true or not and whether recorded in material form or not. This includes contact information (such as your name, address, contact telephone, email), payment information and other similar information.

3 HOW WE COLLECT YOUR INFORMATION

3.1 Collection of information

We are a major international mineral sands resource company. We are involved in the exploration, project development, operations and marketing of mineral sands products. We may collect your personal information if you are a customer, supplier, a job applicant, or you are contacting us or visiting us online for any reason that may involve us collecting your personal information.

3.2 Examples

Some examples of how we collect personal information include:

- a) **Customers:** We collect personal information from our customers that is provided in the usual course of doing business with us. This often includes basic contact information, such as their business email address, phone number and business address. Our Sales Managers may collect additional personal information from customers if they choose to supply it.
- b) **Suppliers:** We collect personal information about the key contacts, management and ownership structure of our suppliers. This often includes basic contact information such as name, job title, email and phone number.

- c) **Online Visitors:** We are responsible for the management of the Iluka website www.iluka.com (our Website). Other websites owned or controlled by Iluka from time to time are also governed by this Privacy Policy (and will have a link to this Policy) unless otherwise identified.

When you access and use these websites we will record and log certain activity information about your access and use for statistical purposes, such as internal search, form submission, landing page, pages visited, and error logs (eg URL or link visited and the IP address of the requestor including time and date). This activity information is recorded on an anonymous basis and no user accounts or log server addresses are logged. Individual use is not analysed.

- d) **e-Business Visitors:** Our online business portals provide our customers and suppliers with the ability to purchase our products online. Users of our business portals must register with our database by providing certain information including their email address, name, company name, office name, business address, and business phone.

We may use these registration details for demographic analysis and to personalise your web experience. However, we will not make these membership details available to external third parties, without your consent.

- e) **Site Attendees:** We may collect personal information (including health information) from individuals that visit our operational sites. For example, at all Australian operational sites breath samples are collected from individuals entering the site to be tested for blood alcohol concentration.

3.3 Collection of your information for the purposes of a job application

Where we collect personal information for the purposes of considering a job application, we may choose to retain that information following the outcome of that application. You may request that Iluka deletes your personal information following an unsuccessful application.

3.4 Who we collect your information from

Where reasonable and practical, we will collect your personal information from you directly. However, there are circumstances where we need to collect your personal information and can only reasonably or practically do so by collecting it from another source. For instance:

- a) We sometimes need to confirm your details with a government agency or share registry and it is most practical to do so directly with them.

- b) We engage with recruitment consultants and human capital services which, by the nature of that service, involves us collecting personal information about candidates.
- c) When we engage with insurers and health professionals who supply a service or product relating to employees, we may need to collect personal information from them to practically facilitate that service or product.

When we are collecting your personal information from other sources, it will generally only be when you have authorised them to provide that information to us.

4 COOKIES

If you use our Website, some of the personal information referred to in section 3 may be collected through the use of cookies. The cookie assigns you an identification number, which allows Iluka to recognise you when you return to our Website. Iluka uses “cookies” to deliver content specific to your interests so you don’t need to register each time you use our Website. This is intended to provide a better service for our users. You can set your browser to provide a notification when a cookie is received, and the opportunity to accept or reject the cookie. You can also refuse all cookies by turning the function off in your browser. However, to ensure the full functionality of our Website the use of cookies is required.

5 HOW WE USE YOUR INFORMATION

5.1 Purposes

The personal information that we collect is used to best manage our business and, if you use our Website, to track your usage and to evaluate performance of our Website. Information collected by us may also be used for the following purposes:

- a) to provide you with information in relation to our products;
- b) to manage the recruitment of employees;
- c) to manage occupational health and safety issues;
- d) to send email notifications for surveys (e.g. ethics surveys), our customer functions or events and special promotions or offers conducted by us;
- e) to conduct marketing activities and to conduct market research;
- f) to respond to your questions or suggestions; or
- g) to improve the quality of your visit to our Website.

5.2 Opting out

You may opt out of receiving such information by notifying us accordingly, or using any unsubscribe facility we provide for that purpose.

6 WHEN WE DISCLOSE YOUR PERSONAL INFORMATION

6.1 Not for sale, rent or trade

We do not sell, rent or trade personal information to or with any other third parties.

6.2 Disclosure to a third party

We will not disclose your personal information to any third party unless:

- a) that third party is an Iluka group company, in which case that group company will only use and disclose your personal information in accordance with this Privacy Policy (unless that entity has its own privacy policy on its website);
- b) that disclosure is for the same or a related purpose to which you provided your personal information to Iluka. Iluka may also disclose personal information to service providers to which Iluka outsources some of its administrative functions. Where appropriate, these disclosures are subject to privacy and confidentiality protections. The organisations to which Iluka outsource services include share registry services, mailing services, and information technology services;
- c) that third party is a contractor engaged to provide goods or services to us (including goods or services that assist us in operating our Website). This may include disclosure to contractors outside of your country. Our agreements with such contractors require that they keep your personal information confidential, and that they only use or disclose your personal information for the purposes of providing those goods or services to us;
- d) such disclosure is in connection with the sale of some or all of our business or assets; or
- e) you have consented for us to share the information for this purpose, or the disclosure is authorised by privacy law including:
 - i. to lessen or prevent a serious threat to life or health;
 - ii. to protect the personal safety of users of our Website or the public;
 - iii. if authorised or required by law;

- iv. if we have reason to suspect that unlawful activity has been, is being or may be engaged in;
- v. to enforce the law or where necessary to investigate a suspected unlawful activity; or
- vi. where you would reasonably expect it or we have told you that your personal information is usually used or disclosed to third parties in this way.

6.3 Disclosure outside of your country

We may need to disclose your personal information to a third party referred to in paragraph 6.2 that is located outside of your country, including in any of the following countries where we have assets or operations: Australia, the United States of America, China, Sri Lanka, the United Kingdom, the Netherlands, Spain, Sierra Leone, South Africa or any other country where our assets and operations are located (as shown on our Website).

7 ACCESS AND CORRECTION OF YOUR PERSONAL INFORMATION

- a) We will, on request, provide you with access to the information we hold about you. If you require access to your personal information, please contact our Privacy Officer at privacy@iluka.com. Before we provide you with access to your personal information we will require some proof of identity. For most requests your information will be provided free of charge. However, we may charge a reasonable fee if your request requires a substantial effort on our part.
- b) If we refuse to provide you with access to the information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the relevant privacy law (unless it would be unreasonable to do so).
- c) We take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it. If the personal information we hold about you is inaccurate, incomplete, irrelevant or out-of-date, please contact us and we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

8 PROTECTING AND HOLDING YOUR PERSONAL INFORMATION

The security of your personal information is important to us. We take reasonable steps to prevent the personal information we hold about you from misuse, interference or loss, and from unauthorised access, modification or disclosure. This includes the use of technologies and processes such as firewalls, intrusion detection systems and virus

scanning tools to protect against unauthorised persons and viruses accessing the information that you provide to us.

9 LINKS TO OTHER WEBSITES

Sometimes our Website contains links to other websites. When you access a website other than our Website, we are not responsible for the privacy practices of that site. We recommend that you review the privacy policies of each website you visit.

10 HOW TO CONTACT US

- a) If you have any queries or complaints with regard our collection, use or management of your personal information, please contact:

A: The Privacy Officer, Iluka Resources Limited
GPO Box U1988, Perth, Western Australia, 6845

E: privacy@iluka.com

T: +61 (8) 9360 4700

- b) If you wish to make a complaint about an alleged breach of privacy law, we ask that you send us your complaint in writing to the email address listed above. We endeavour to respond to complaints within a reasonable period (usually 30 days). If you are not satisfied with our response, you may make a complaint to your relevant privacy or data protection regulator in your country. The Office of the Australian Information Commissioner is contactable by phoning 1300 363 992 or by email at enquiries@oaic.gov.au.

11 CHANGES TO PRIVACY POLICY

- a) This Privacy Policy was last updated in June 2019.
- b) We may modify or amend this Privacy Policy from time to time by publishing a modified or updated version of it on our Website. We encourage you to check our Website periodically to ensure that you are aware of our current Privacy Policy.