

**We are committed to protecting the information rights of the public, our customers, our staff, and the organisation and complying with legislation relating to the creation, capture, storage, disposal, and use of information.**

Multicap Group understands the importance of information being collected, stored, and used appropriately. This Policy provides guidance to the Multicap Group Board, management, and all staff regarding our expectations around the management of information including data, images, stories as well as customer and business information.

### Scope:

This Multicap Group Policy (and related document/s) applies to all information of Multicap Limited and all subsidiary companies, related entities, and affiliates anywhere in Australia, including information that is stored externally (cloud services) and information provided to third parties.

### We will:

- ✓ Have a consistent approach for collecting and managing information across the organisation.
- ✓ Securely manage customer and staff information and records, whether in physical form or in data form to ensure privacy and confidentiality is maintained.
- ✓ Ensure proper and secure handling of business-related information necessary for services and functions.
- ✓ Manage access to records and data ensuring access is only provided to authorised persons.
- ✓ Ensure information is easy to retrieve and that health and personal information is appropriately managed throughout its lifecycle.
- ✓ Ensure that internally and externally published or shared information is approved, appropriate, accurate and timely.
- ✓ Information Management capability is fostered and embedded across the organisation.
- ✓ Escalate information and data breaches in a timely manner.
- ✓ Periodically test our systems and controls around information management.

**We recognise** the importance of security of information for customers, their families, our staff, and our organisation as well as the need for simplicity in accessing information. All customers and staff have the right to privacy and confidentiality, and to decide who has access to information they have disclosed to Multicap.

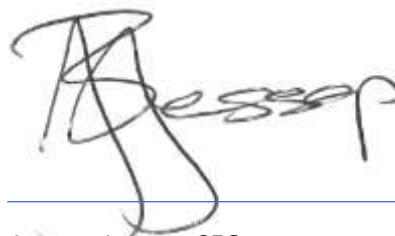
**Our objective** is to have in place best practices for information management and protect the privacy of all individuals including our customers and our staff.

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

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



Angela Tillmanns, Chair  
30 June 2023



Joanne Jessop, CEO  
30 June 2023