

Privacy Policy

Effective 28 May 2026

This document outlines how Hubexo Australia Pty Ltd and Hubexo New Zealand Pty Limited (trading as Hubexo) ("**Hubexo**") handle your personal information. This document may be amended from time-to-time.

1) Information we collect

What kind of information do we collect?

Hubexo may collect personal information about its customers, employees and other individuals connected to us, including the name and contact details of individuals employed by organisations which are included on our databases.

The kinds of information we collect may vary depending on our interaction with you and may include:

- if you are a customer of Hubexo, we may collect your name, address, telephone number, email address, billing details, and information you voluntarily provide to us through your feedback and enquiries; and
- if you are a User of Hubexo's LeadManager system, we may also collect information about your usage of the system, including details about your internet protocol (IP) address, log in records, browser session, geo-location data, statistics on page views and sessions, device and network information, browsing behaviour, access and use of our website (including through the use of cookies, tracking pixels or analytics) and projects and companies added to your Watchlists. We securely store user-entered information including Notes, Tasks, User Entered Projects, User Entered Companies, Client Information Fields (CIF), Opportunity Details, Custom Fields & User Defined Fields (UDF); and
- to improve user experience and monitor platform performance, we may use session tracking and product analytics software. This software may collect IP addresses, geo-location data, browsing session recordings, and — where you are a logged-in user of our platform — may associate this data with your user account and organisation for the purposes described in this Policy, including product analytics, security and detection of misuse; and
- if you are applying for a position with Hubexo, we may collect your CV and pre-employment history, contact and emergency details, and other details pertaining to your application. We note that this Privacy Policy will apply to personal information about employees of Hubexo companies, other than those who are employed by Hubexo; and

- where a construction project has been included on our database, we collect information connected with these projects such as relevant councils, planners, developers, builders, owners and architects. We also collect the names and contact details of individuals who are concerned with the projects in their capacity as officers or employees of these organisations or as publicly listed owners.

How do we collect your information?

We collect information in a number of ways:

- if you are a customer of Hubexo, we will collect personal information through your communications and interactions with us, including where you contact us in person, by email, telephone, or participate in any of our industry events, training, or promotional campaigns; and, if you are a User of Hubexo's LeadManager or TenderSearch system, through your usage of the LeadManager or TenderSearch system;
- when you use any website we operate (including from any analytics providers);
- if you are applying for a position with Hubexo, we will collect personal information through your communications with us and in some circumstances from third parties, such as nominated referees;
- if a project in which you are involved has been included on our database, we will usually collect that information from publicly available sources, such as company websites, newspapers, government publications (such as online tender information), documents submitted to councils, state or federal departments for planning or construction approval or rezoning, ASIC searches, ABN searches, online directories, official licensing and registration databases (such as the NSW Architects Registration Board) and others, although it may be supplemented by direct inquiries. Hubexo does not seek permission to collect this information.

We utilise 'cookies' and similar technologies which enable us to monitor traffic patterns on the Hubexo website and to serve you more efficiently if you revisit it. When you sign in to a Hubexo service or otherwise provide identifying information, information from these technologies may be associated with your account for the purposes described in this Policy, including product analytics and session recording. You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance.

2) What do we use your information for?

The main purpose for collecting your personal information is to enable Hubexo to conduct its business and provide its products and services. We may use and disclose your personal information for this purpose, including:

- if you are a customer of Hubexo, in order to communicate with you, inform you about products, services and events which we think you may be interested in, for analytics and deal with enquiries, complaints and requests about our products or services and to serve you better;
- if you are applying for a position with Hubexo, in order to communicate with you, process your application, and undertake recruitment and staffing functions;
- if a project in which you are involved has been included on our database, in order to provide project leads and construction industry intelligence to our customers through their purchase of our products and services, and to manage and improve our products and services; and
- to meet our legal obligations.

If you no longer wish for your details to be retained by us or do not wish to receive information about products, services and events we think you may be interested in, you can opt-out by contacting us on the details below.

3) Who do we disclose your information to?

Hubexo may disclose your personal information for the purposes listed above to third parties which include the following:

- if you are a customer of Hubexo, to our related entities and other Hubexo companies located in New Zealand, Thailand, Malaysia, the Philippines, Vietnam, Hong Kong, Singapore and Indonesia, and to other companies or individuals who assist us in supplying our products and services or who perform functions on our behalf, such as credit card processors, external IT support and technology hosting providers; and
- if you are a User of Hubexo's LeadManager or TenderSearch system, we will not view, collate, track, sell or share your user-entered information, including Notes, Follow Up Calls, User Entered Projects, User Entered Companies, Client Information Fields and User Defined Fields, without your express consent, with anyone except other registered Users from your company.
- if you are applying for a position with Hubexo, other persons that we need to deal with in connection with employment and engagement of staff (such as insurers, next-of-kin, referees), to our related entities and other Hubexo companies located in the countries noted above, and to other companies or individuals who

assist us in supplying our products and services or who perform functions on our behalf, such as payroll operators and technology hosting providers;

- if a project in which you are involved has been included on our database, to customers of Hubexo who purchase our products and services, to our related entities and other Hubexo companies located in the countries noted above, and to other companies or individuals who assist us in supplying our products and services or who perform functions on our behalf, such as technology hosting providers;
 - third parties to collect and process data, such as analytics providers;
 - to anyone else whom you authorise us to disclose it; and
 - where required or authorised by law to do so.

4) Keeping your information secure

Hubexo may securely store your personal information in different ways, including in hard copy and electronic form. Personal information may be stored in Australia and in other locations where Hubexo group entities or our service providers operate.

Hubexo takes such steps as are reasonable in the circumstances to protect your information from risks such as misuse, interference and loss, and from unauthorised access, modification or disclosure. These steps include:

- training and reminding our staff of their obligations with regard to your personal information;
- using software which encrypts information (where a lock symbol appears on the browser window);
- utilising passwords, firewalls and virus scanning tools, and protection in buildings where personal information is stored, to prevent against unauthorised access to our systems; and
- restricting staff and volunteers that have access to the databases that store user information and to personal files.

We retain personal information only for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Where we no longer require your personal information, Hubexo will take reasonable steps to destroy or de-identify it.

5) Accessing and correcting your information

Hubexo seeks to ensure that all personal information collected and stored in its files and database systems is correct and accurate.

Individuals may at any time request access to, or correction of, the personal information Hubexo holds by contacting us on the details set out below. Hubexo will endeavour to meet or advise of the outcome of such a request within 30 days of receipt of that request.

6) Enquiries and complaints

Where you are based in Australia

For any privacy enquiries, issues or concerns, including making a complaint that Hubexo has breached the Australian Privacy Principles, please contact us via the details set out below:

- **Mail:** Suite 202, Level 2, 754 Pacific Hwy, Chatswood NSW 2065, Australia
- **Phone:** +61 (0) 2 9432 4100
- **Email:** privacy.au@hubexo.com

We may request that you make any complaint in writing. Hubexo will investigate any complaint and will notify you of the making of a decision in relation to your complaint as soon as is practicable after it has been made. An unresolved complaint may be made to the Office of the Australian Information Commissioner (visit oaic.gov.au for further information).

Where you are based in New Zealand

For any privacy enquiries, issues or concerns, including making a complaint that Hubexo has breached the New Zealand Privacy Principles, please contact us via the details set out below:

- **Mail:** Suite 202, Level 2, 754 Pacific Hwy, Chatswood NSW 2065, Australia
- **Phone:** +61 (0) 2 9432 4100
- **Email:** privacy.nz@hubexo.com

We may request that you make any complaint in writing. Hubexo will investigate any complaint and will notify you of the making of a decision in relation to your complaint as soon as is practicable after it has been made. An unresolved complaint may be made to the Office of the Privacy Commissioner (visit <https://www.privacy.org.nz/> for further information).