

Privacy Statement

Candidates

**national
australia
bank**



Privacy and personal data protection laws affect how we collect, use and disclose personal information. This includes personal information that we collect from applicants, candidates and their nominated referees. This document explains the approach adopted by the National Australia Bank Ltd ABN 12 004 044 937 and all of its related companies (collectively 'the Group') to the collection and handling of personal information in relation to candidate assessment and recruitment.

Our Career's Site and your privacy

This website has been established by the Group with assistance from its technology service providers. The Group and its trusted advisors, partners and service providers collect and process information provided by individuals via the website in relation to advertised employment or contract positions within the Group. This information is collected for purposes related to the consideration of applications, including the assessment of candidate suitability for an advertised role and for other roles that may be available from time to time within the Group.

This privacy notification applies to all applicants for an employment or contract position, nominated referees and potential candidates that the Group has pro-actively contacted about a position. Where relevant, this policy may also apply to current employees and contractors in addition to the Group's employee/contractor privacy notices (and/or consents) that are used in their country of origin.

What personal information do we collect and hold?

The types of information that we collect and hold about you in relation to an advertised role includes:

- ID information such as your name, postal or email address, telephone numbers, and date of birth,
- other contact details such as social media handles including those you use on recruitment websites,
- your resume, curriculum vitae and similar documents,
- details about your work experience and education history, and
- other information that is reasonably necessary to consider your suitability for a role with the Group.

How do we collect your personal information?

We collect the personal information that you provide in connection with an advertised role or other opportunity, including if you fill out an application form, update your profile via the Careers website or otherwise express an interest in or apply for a role with us (including via a third-party website). We will also collect information about our interactions with you in person, over the phone and via electronic means.

If you elect not to provide us with any required information required, we will not be able to identify you, assess your application, determine your suitability for future roles or contact you about such opportunities. During this application stage, you may be asked certain questions that provide you with the option of not responding (by selecting 'prefer not to say' or a similar option). Please feel free to respond (or not) to these questions knowing this will not negatively impact your application.

We take a proactive approach to seeking out great people to become part of our team. We do this by lawfully collecting and using information you may have placed on publicly available sources, like recruitment websites (e.g., LinkedIn) and we may also receive a referral or recommendation from a trusted third party (eg. a recruitment partner). If we contact you as a prospective candidate, we'll let you know how your information was collected by the Group and provide you with some information about the role and the application process. If you decide you're not interested in a career with the Group, we will only keep minimal information to ensure our recruitment team does not contact you again in the future.

How we use personal information?

If you are an applicant, prospective candidate or a referee nominated by an applicant, the relevant Group member(s) will collect, use and disclose your personal information for purposes related to the recruitment process including to assess an applicant or potential candidate's suitability for an employment

or contractor position. We may also use your personal information to:

- communicate with you, including to discuss your application and schedule interviews
- consider you for future roles within the Group (as described in the section below)
- protect our legal rights and comply with our legal obligations
- manage our security and business continuity risks
- detect and respond to suspected fraud and other unlawful activity or serious misconduct, and
- for other purposes set out in the Group Privacy Policy.

If you ultimately accept an employment or contract role with a Group member, we will provide you with a copy of the Group's employee/contractor privacy notifications (and/or consent documents) which apply in your country and which set out how the Group will collect, use and disclose your personal information in connection with your employment or engagement. The relevant notices are also available to employees and contractors via the Group intranet. Where relevant, we will provide you with information about the employee probity process which involves verifying and validating the information that you provided during the application process.

How long we retain your personal information?

We will retain any personal information about you if we are required to do so under applicable laws or otherwise for a period of two years from the date your application has been formally rejected, but we may keep your personal information for a longer period:

- If you are part of the Talent Pool (see below)
- To fulfil legal or regulatory obligations
- For internal research and analytics
- To respond to a complaint

Your personal information may be retained by the Group for up to ten years in the Talent Pool database unless you ask us to remove it. The data in the Talent Pool is used for the purpose of assessing the potential suitability of individuals for employment or contract opportunities that arise within the Group from time to time. Please ensure you notify us of changes to your contact details so we can easily contact you about potentially suitable roles that arise.

You may request the removal of your information from the Group's Talent Pool database by contacting us at <https://www.nab.com.au/contact-us/feedback>

Disclosing your information

We may exchange your personal information with the types of organisations listed below for any of the purposes for which we use your information. Where your personal information is disclosed to any such third parties, we take steps to ensure that your information is handled by them in a manner that is consistent with this policy and that complies with all applicable privacy laws.

The types of organisations we may share your information include those:

- that assist us with the identification of potential candidates, the assessment of applications and with other tasks related to the Group's recruitment activities. This includes our

professional advisors, technology service providers and other organisations that assist candidate assessments including, for example, psychometric testing;

- involved in conducting background checks or the verification and validation of the information that candidates provide to us;
- that are involved in any future Group restructure or transfer of some or all of the assets or business of a Group member,
- that you nominate as referee or as a representatives, and
- that we are required by law to disclose certain information to, such as certain government or regulatory bodies.

Cross border transfers

As you may be aware, the NAB Group runs its business in Australia and in a number of overseas locations. We may securely transfer your personal information outside your country of residence and may also share your information with other Group members, professional advisors and services providers for purposes related to identifying potential candidates, considering applications and assessing applicant suitability for a relevant role. We implement robust contractual measures and take other appropriate steps to ensure all such organisations handle your personal information in accordance with applicable privacy laws and our instructions. Some of our advisors and providers may be located outside of Australia and your country of residence. A list of countries where these organisations may be based, is contained in our Overseas country list.

Accessing your personal information

If you are a referee or candidate, in most cases you can request access to your personal information via the Careers website or by requesting access using the personal information access form (PDF, 431KB).

We will give you access to your information in the form you want provided this is reasonable and practical. We may charge you a small fee to cover our costs when giving you access, but we'll always check with you first.

Should you wish to delete your Candidate profile you can request this via our Contact us page.

If you are offered a position and become a current employee or contractor, we will not ordinarily grant you access to your employee record (unless this is required by an applicable law in your country of residence). You are however entitled to request access to the personal information we hold about you. If we deny any aspects of your request, we will provide our permitted reasons for denying that request. Please speak to your people leader or the People Advisory Centre if you have queries about this.

How do you correct your personal information?

You are encouraged to help us keep your personal information accurate, complete and up-to-date by updating your profile via the Applicant login page.

Please contact us if you think we hold incorrect information about you and we'll take steps to verify this and, where appropriate, we will correct it. If we do not agree to make the requested correction, we will provide you with our reasons in writing. If you are worried that we have given incorrect information to others, you can ask us to tell them about the

correction. We'll try and help where we can - if we can't, then we'll let you know in writing.

How do you make a complaint?

If you have a query or a complaint about how we handled your personal information, please contact us. We are committed to resolving your complaint and doing the right thing. Most complaints are resolved quickly, and you should hear from us within five business days of lodging an enquiry or complaint. For more information about how NAB generally handles personal information, please refer to the NAB Group's Privacy Policy (available via our website and on request). Our privacy policy also contains information about how to contact NAB should you have a privacy-related query or complaint.

National Australia Bank - Privacy queries:

Any requests relating to access to or correction of personal data, clarification of policies and practices, clarifications on data held by the NAB on employees, are to be addressed to:

China

The Personal Data Officer
National Australia Bank
Suite 4201 - 4204, 42nd Floor,
One Lujiazui, 68 Middle Yincheng Rd,
Pudong New Area, Shanghai 200120, China
Ph: +86 21 2089 0288
Fax: +86 21 6100 0531

France

Data Protection Manager
National Australia Bank Europe S.A.
24 Rue des Capucines, 75002 Paris
Tel: T: +33 1 89 53 28 10
Email: gdpr.nabeurope@eu.nabgroup.com

Hong Kong

The Personal Data Officer
National Australia Bank
Suites 506 – 509, Level 5,
Three Pacific Place
1 Queen's Road East, Hong Kong
Ph : +852 2826 8111
Fax: +852 2845 9251

Japan

The Personal Data Officer
National Australia Bank
Muromachi Higashi Mitsui Building,
2-2-1 Nihonbashi Muromachi
Chuo-ku, Tokyo, Japan
Ph: +81 3 3241 8781
Fax: +81 3 3241 8951

Singapore

The Personal Data Officer
National Australia Bank
12 Marina View
20-02 Asia Square Tower 2
Singapore 018961
Ph: +65 6419 7000
Fax: +65 6336 0067

United Kingdom

Data Protection Manager
National Australia Bank Limited
Level 9 & 10, 52 Lime Street, London, EC3M 7AF
Tel: +44 207 710 2100
Email: NABlb.GDPR.DPO@eu.nabgroup.com

United States

Data Protection Manager
National Australia Bank Limited
277 Park Avenue, 19th Floor
New York, NY 10172
Tel: 212 916 9500