

Pride Services Group Pty Ltd

Customer Privacy and Data Protection – Executive Statement

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Pride Services Group Pty Ltd maintains a publicly available Privacy Statement and documented information security processes to ensure the confidentiality, integrity, and availability of customer and stakeholder information. Privacy and data protection controls are embedded within our operational and quality management systems.

Information Security and Privacy Framework

In alignment with ISO 27001 information security principles and ISO 9001 quality management requirements, Pride Services Group applies a risk-based approach to the management of customer information. Information is collected, used, retained, and disclosed only for legitimate business, contractual, and legal purposes.

Operational Controls

Documented controls are in place to protect customer information from unauthorised access, loss, misuse, or disclosure. These include role-based access controls, secure electronic systems, controlled storage of physical records, and defined retention and secure disposal processes. Access to sensitive information is limited to authorised personnel only.

Competence, Awareness, and Incident Management

Privacy and information security responsibilities are incorporated into staff induction, training, and ongoing supervision. Procedures are in place for the identification, escalation, investigation, and corrective action of privacy incidents or data breaches, supporting continual improvement and organisational resilience.

Governance and Continuous Improvement

Privacy and data protection processes are monitored and reviewed as part of Pride Services Group’s management review and internal audit activities, ensuring alignment with legislative obligations, client requirements, and ISO-aligned management system controls.