Confidentiality Policy *(POL-007)*

Purpose

PetraClean is committed to protecting the confidentiality and privacy of information belonging to its customers, suppliers, employees and independent contractors (contractors). This policy outlines PetraClean's expectations regarding the handling of confidential information obtained through work activities, including access to customer premises and property.

Policy Statement

All PetraClean employees, contractors, and representatives must treat all customer and company information as strictly confidential. Information must only be used for legitimate work purposes and never for personal gain or disclosure to unauthorised persons.

This includes, but is not limited to:

- Customer addresses, contact information, and site details
- Alarm codes, security access cards, and keys
- Business documents, correspondence, and digital data viewed or handled during work
- Personal or sensitive information about customers, their staff, or visitors

Confidential information must not be discussed or shared outside of work duties, including on social media or in public settings.

Responsibilities

- All staff and contractors must safeguard customer property, keys, and access codes, ensuring they are used only for authorised purposes.
- Keys and access materials must be kept secure and returned immediately upon request or at the end of employment/contract.
- Any suspected breach, loss, or unauthorised disclosure of confidential information must be reported to PetraClean management immediately.
- Managers is responsible for ensuring team members understand and comply with this policy.

Breach of Policy

Unauthorised disclosure or misuse of confidential information may result in disciplinary action, termination of employment or contract, and/or legal action.

Responsibility and Review

PetraClean's management (Managing Director and Human Resources Manager) is responsible for implementing and maintaining Company Policies. All staff are required to understand and comply with this policy and seek clarification if required.

This policy was created in October 2025 and will be reviewed and updated as required, or 12 months from the last publication date, to ensure it remains current and relevant to PetraClean's standards of practice and relevant laws and regulations.

Created / Updated by:	C Forzatti
Version:	1.0
Revised / Updated:	17/10/2025
Next Revision Date:	17/10/2026
Approved by:	J Billington  17/10/2025