

■ **CPolicy for: PRIVACY POLICY- LSM TECHNOLOGIES**

1. INTRODUCTION.

- 1.1 LSM Technologies respects the importance of protecting the privacy of an individual's personal information. Our business is to understand and meet our Customers' needs and provide the services they require. From time to time LSM Technologies is required to collect, use and disclose personal information relating to its customers, contractors, suppliers and employees in the performance of its business activities.
- 1.2 This policy sets out guidelines to assist LSM Technologies and its employees comply with the requirements of the Privacy Act 1998 (Cth), as amended ("Privacy Act") and the National Privacy Principles ("NPP") in relation the collection, storage, use and disclosure of records containing individuals' Personal Information to comply with it's obligations under the "Privacy Act" and "NNP", LSM Technologies' Privacy Policy sets out how it will manage privacy in its business.

2. SCOPE.

- 2.1 This policy sets out how LSM Technologies' will collect and manage personal information and the steps it will take to protect it.
- 2.2 This Policy operates in addition to our obligation of confidentiality to you as our Client.
- 2.3 This policy does not apply to the collection, storage, use and disclosure of Personal Information where:
 - (a) the Personal Information is an Employee Record; and
 - (b) the collection, storage, use and/or disclosure of the Employee Record relates to LSM Technologies' employment relationship with the employee.
- 2.4 Your use of the LSM Technologies' website indicates that you accept this Privacy Policy and approve of the collection, use and disclosure by LSM Technologies, of your personal information according to the terms as set out in this Policy.

3. DEFINITIONS.

- 3.1 Employee Record means a record of Personal Information relating to the employment of an employee of LSM Technologies.
- 3.2 Personal information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual (business) whose identity is apparent, or can reasonably be ascertained, from the information or opinion.
- 3.3 In conducting its business LSM Technologies may collect and hold the following types of Personal Information from individuals:
 - Contact and identification information such as your name, company name, business street and postal address, business telephone number and facsimile number, business email address or other personal contact details
 - Information from enquiries
 - Consumer credit liability information including information about credit accounts and credit limits.
 - Repayment history information
 - Credit eligibility, which is information about you that LSM Technologies obtains from a credit reference check provided by you
 - Any information lawfully obtainable within the Australian credit reporting system.
 - Regarding your personal information, LSM Technologies may also collect information about your payment and shipping preferences for purchases and any special interests in products or industries.
- 3.4 Sensitive Information (such as information or opinion relating to race, politics, religious or philosophical beliefs, memberships etc.) has the meaning set out in the Privacy Act and LSM Technologies does not have the need during conducting their business to obtain such information.

Please note that: LSM Technologies has made every endeavour to ensure that this documents is correct and upto date without error or omission, however it reserves the right to change its Policies and Procedures from time to time, without notice and at its sole discretion.

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4. COLLECTION OF PERSONAL INFORMATION.

- 4.1 LSM Technologies is entitled to collect Personal Information by lawful and fair means. Personal Information will not be collected in an unreasonably intrusive way.
- 4.2 LSM Technologies may generally collect your personal information directly from you through:
- (a) Registering with LSM Technologies on its website
 - (b) Completing order entries
 - (c) Completion of online or hard-copy application forms including but not limited to eg. Credit application forms with LSM Technologies, Requesting a quote, invoices and manuals
 - (d) Other exchanges with LSM Technologies through face-to-face meetings or via email, telephone or facsimile.
- 4.3 A person who collects Personal Information on behalf of LSM Technologies will be required to comply with this Policy and the requirements of the Privacy Act.

5. USE AND DISCLOSURE OF PERSONAL INFORMATION.

- 5.1 LSM Technologies only uses and discloses Personal Information for the primary purpose for which it was collected, that is to enable LSM Technologies to conduct its business of marketing, selling and servicing its specialised products and services unless:
- (a) the individual has consented to the use or disclosure; or
 - (b) LSM Technologies has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses the Personal Information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities; or
 - (c) the use or disclosure is required or authorised by or under law; or
 - (d) the use or disclosure is not inconsistent with the requirements of the Privacy Act.
- 5.2 LSM Technologies uses personal information to conduct their business for the following reasons only:
- To provide you with the products or services that you have requested
 - To assist LSM Technologies in the management and development of its specialised products and services, including use in analysis of future customer needs
 - To communicate, educate and provide ongoing information about its specialised products and services.

6. DATA QUALITY.

- 6.1 LSM Technologies will take reasonable steps to make sure that the Personal Information it collects uses or discloses is accurate, complete and up-to-date.

7. DATA SECURITY.

- 7.1 LSM Technologies will take reasonable steps to protect the Personal Information it holds from misuse and loss and from unauthorised access, modification or disclosure.
- 7.2 LSM Technologies will take reasonable steps to destroy or permanently de-identify Personal Information (such as a job applicant's resume) if it is no longer needed.

8. OPENNESS.

- 8.1 This Privacy Policy will be made available to anyone who asks for it.
- 8.2 On request by a person, LSM Technologies will take reasonable steps to let the person know, generally, what sort of Personal Information it holds, for what purposes, and how it collects, holds, uses and discloses that information.

9. ACCESS AND CORRECTION.

- 9.1 If LSM Technologies holds Personal Information about an individual, it will comply with legislative obligations to provide the individual with access to the information on request by the individual.

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- 9.2 If LSM Technologies holds Personal Information about an individual and the individual can establish that the information is not accurate, complete and up-to-date, LSM Technologies will take reasonable steps to correct the information so that it is accurate, complete and up-to-date.
- 9.3 LSM Technologies will provide reasons for denial of access or a refusal to correct Personal Information.

10. SECURITY.

- 10.1 LSM Technologies has implemented generally accepted standards of technology and operational security to protect Personal Information from loss, misuse, alteration or destruction.
- 10.2 However, no server or transmission over the Internet can be guaranteed to be one hundred percent secure. Therefore, any activity or communication is conducted at your own risk.

11. WEBSITE- ONLINE PRIVACY AND COOKIES.

- 11.1 LSM Technologies takes reasonable steps to protect the security of information (including personal data) that is provided by you through our website.
- 11.2 Our security measures include using firewalls, intrusion detection systems and virus scanning tools to protect against unauthorised persons and viruses from accessing the information that you provide to us, and we to you.
- 11.3 When individuals use LSM Technologies' website, we may collect certain information such as browser type, operating system etc. This information is used in an aggregated manner to allow us to administer our site, diagnose server problems, analyse trends and statistics, and provide customer service.
- 11.4 As it is very common for companies, LSM Technologies may use cookies on its website.
 - (a) Cookies are an industry standard and most major websites use them. A Cookie is a small text file that our web site may place on your computer. Usually, cookies are used as a means for the website to remember your preferences.
 - (b) Cookies are not malicious programs that access or damage an individual's computer. LSM Technologies uses cookies to improve your experience for using its website.
 - (c) LSM Technologies do not use cookies or other tracking data to send you advertising or promotional material.
 - (d) With most internet browsers, you can set the browser to block cookies, erase cookies from your computer hard drive, or notify you that a web page contains cookies before a cookie is stored. Please note however, if you delete or block cookies, some parts of our website may not work properly, because some of our cookies are strictly necessary for the operation of our website.
 - (e) Your continued use of LSM Technologies website confirms to us that you are aware of our use of cookies and have no objection to this.
- 11.5 LSM Technologies' website has links to other websites not owned or controlled by it. Please note we are not responsible for the privacy policies, content, or practices of such other websites or their owners or operators.

12. AVAILABILITY AND CHANGES.

- 12.1 This Privacy Policy will be publicly available free of charge on LSM Technologies' website or upon request.
- 12.2 LSM Technologies may change this Privacy Policy in the future. Updated versions will be uploaded onto LSM Technologies' website.

13. IMPLEMENTATION.

- 13.1 LSM Technologies will continue to take reasonable steps to implement practices, procedures systems to ensure that it complies with the Privacy Act, the APP's and this Privacy Policy.

14. COMPLAINTS AND CONTACT DETAILS.

- 14.1 If any individual has any enquiries or complaints about LSM Technologies' privacy practices, details of enquiries or complaints can be sent to LSM Technologies Managing Director.

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14.2 LSM Technologies takes complaints very seriously and will respond shortly after receiving written notice of a complaint.

14.3 If contacting the Managing Director by phone about a complaint, LSM technologies will also ask that the complaint is put in writing so that the full details of the complaint can be fully investigated.

14.4 Please contact **Managing Director** at:

LSM Technologies Pty Ltd
16 Bluestone Circuit
Seventeen Mile Rocks QLD 4073
Email: tech@lsmtechnologies.com.au

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