

Lotus Commercial Pty Ltd (the Company) understands the importance of privacy. The Company is subject to the Privacy Act 1988 and must comply with the National Privacy Principles. For further information about the Privacy Act and the National Privacy Principles, visit the Office of the Australian Information Commissioner website: [www.oaic.gov.au](http://www.oaic.gov.au). The Company will also comply with any amendments to the Privacy Act, including any new or amended privacy principles, which may be introduced from time to time.

This Privacy Statement describes the way that the Company manages personal information. It includes:

- How we collect, use, disclose and secure personal information;
- How you can access, correct or update your personal information; and
- How to contact our Privacy Officer.

## Collection of Personal Information

The Company collects personal information that is necessary to support business activities. We collect names, addresses, contact information, employment history and health & wellbeing information so that we can assess your employment application, suitability for employment or supply you with goods and services. We may request your Driver's License number or other identification, so that we can conduct a probity check / credit check before setting up your account or providing you with goods and services.

## Use of Personal Information

The Company will use your personal information for the purpose for which it was collected, and for reasonably related purposes, including to:

- Assess your employment application and suitability for employment;
- Provide goods and services;
- Conduct credit checks;
- Manage customer accounts and billing;
- Conduct customer satisfaction surveys; and
- Comply with legal or regulatory requirements.

## Disclosure of Personal Information

The Company may disclose your personal information to external service providers, sub-contractors or agents for purposes connected directly or indirectly with the original reason for collection. The Company may also disclose your personal and sensitive information to:

- Credit reporting agencies for the purposes permitted under the Privacy Act;
- Health practitioners where this is necessary for the health of the individual or to any other person where permitted under the Privacy Act and other applicable law;
- Law enforcement agencies where the law requires us to do so; or
- To other parties, where you have consented for us to do so.

You consent to the Company transferring your personal information overseas where this is connected with our authorised use of that information, even if the jurisdiction to which that information is transmitted does not have as extensive privacy laws as exist in Australia.

## **Security of your Personal Information**

The Company will use all reasonable efforts to ensure that the information you provide to us remains private and take all reasonable steps to protect it from misuse, loss or unauthorised access, modification or disclosure. When your personal information is no longer needed, then the Company will take all reasonable steps to destroy or permanently de-identify it.

The Company will take all reasonable steps to ensure existing and new employees are aware of the requirements of this policy.

## **How to access, correct or update your Personal Information**

You may request access to the personal information that we have collected from you, by writing to our Privacy Officer (see below). Upon your request, the Company will provide access to your personal information, except in certain circumstances as permitted under the Privacy Act. If we deny access we will give you reasons for this decision. The Company will not charge for access to your personal information, unless your request is complex or incurs archive retrieval fees.

If you think that the personal information that we hold about you is incorrect or out-of-date, please contact our Privacy Officer (see below).

## **How to contact our Privacy Officer**

If you would like more information about our approach to privacy, or have any questions or concerns, please contact our Privacy Officer:

Email: [accounts@lotuscommercial.com.au](mailto:accounts@lotuscommercial.com.au)

The Privacy Officer  
Lotus Commercial Pty Ltd  
PO Box 5162  
Heidelberg West MDC, VIC 3081  
AUSTRALIA