

Privacy Policy – Trilab Pty Ltd ACN 065 630 506

Last updated: 18 November 2021

1. Purpose of policy

- 1.1 Trilab is committed to complying with its obligations under the *Privacy Act 1988* (Cth).
- 1.1 This Policy sets out:
- (a) how and why we collect and use your Personal Information; and
 - (b) what controls you have over your Personal Information in our possession.
- 1.2 This Policy is subject to change at our discretion. The current version will always be available on our website at www.trilab.com.au.

2. Definitions

- 2.1 In this Policy:
- Act** means the *Privacy Act 1988* (Cth);
- OAIC** means the Office of the Australian Information Commissioner;
- Personal information** means information about you which personally identifies you or may reasonably be used to personally identify you;
- Sensitive information** has the meaning given to that term in the Act; and
- Trilab** or **we** or **us** means Trilab Pty Ltd ACN 065 630 506 or its associated entities as appropriate.
- 2.2 Unless context otherwise requires, in this Policy, all references to Personal Information include Sensitive Information.

3. Types of Personal Information we collect

- 3.1 We collect and hold various types of Personal Information, including:
- (a) personal details, including name, contact details and date of birth;
 - (b) financial information, including tax file number, billing and payment details;
 - (c) information relating to your education, qualifications and employment history;
 - (d) information obtained as a result of credit checks which you authorise us to carry out;
 - (e) family contact information; and
 - (f) your criminal record.
- 3.2 Where we solicit Personal Information, we only collect:
- (a) non-Sensitive Information, if it is reasonably necessary for the services we provide;

- (b) Sensitive Information, if it is reasonably necessary for or directly related to the services we provide and you have consented to its collection, or its collection is permitted or authorised by law.
- 3.3 We may collect various other types of Personal Information, including Sensitive Information, in the course of conducting our business where it is provided by our clients or other persons without being solicited.

4. How we collect Personal Information

- 4.1 We may collect Personal Information about you when:
- (a) you access or use our website;
 - (b) you communicate with our employees or clients;
 - (c) you deal with us in the course of our business; and
 - (d) we solicit it from third party information in the course of our business.
- 4.2 If we solicit Personal Information, we will generally solicit it directly from the person it relates to or their agents, unless it is unreasonable or impracticable for us to do so.
- 4.3 It is generally not practicable for us to deal with persons on an anonymous or pseudonymous as it is difficult for us to provide soil and rock testing services to persons who do not identify themselves or we are required by law to obtain certain information.

5. Website

- 5.1 To improve your experience on our website, we may use 'cookies'. Cookies are small data files that are served by our platform and stored on your device. Our website uses cookies dropped by us or third parties for a variety of purposes including to operate and personalise the website. Cookies may be used for recording preferences, conducting internal analytics, conducting research to improve our offering, assisting with marketing and to deliver certain website functionality.
- 5.2 You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of our website.

6. How we store and protect Personal Information

- 6.1 We may hold Personal Information in physical documents or in electronic form. Physical files are kept securely inside our access controlled premises. Electronic files are only accessible through our secure network.
- 6.2 We take reasonable steps to:
- (a) ensure that Personal Information we collect is accurate, up-to-date, complete and relevant, other than where it is only collected to provide advice in respect of a particular point in time, in which case we will seek to ensure it is accurate, complete and relevant as at that particular point in time;
 - (b) ensure that Personal Information we use or disclose is accurate, up-to-date, complete and relevant, having regard to the purposes for which Personal Information is used or disclosed;
 - (c) protect Personal Information from misuse, interference and loss, and from unauthorised access, modification or disclosure; and

- (d) destroy or de-identify Personal Information which we no longer need for the purposes for which it was collected, except where it is necessary to retain it in order to maintain ongoing records for our clients.
- 6.3 We cannot guarantee the security of information transmitted via the internet. As such, transmission of Personal Information via the internet is at your own risk.
- 6.4 Links to third-party websites may appear on our website. Your use of those links is entirely at your own risk and we make no representations or warranties regarding third parties' privacy practices.

7. Why we collect, hold, use and disclose Personal Information

- 7.1 We collect, hold, use and disclose Personal Information for various purposes, including:
- (a) providing soil and rock testing services to you;
 - (b) facilitating other interactions with you in the course of operating our business;
 - (c) payment and billing purposes;
 - (d) communicating with you;
 - (e) responding to your enquiries and information requests;
 - (f) assessing the performance of aspects of our business;
 - (g) conducting business processing functions;
 - (h) storing information at third-party data centres;
 - (i) administrative, marketing (including direct marketing), planning, treatment or service development, quality control and research purposes of our company, its related bodies corporate, contractors or third party service providers;
 - (j) updating your personal information;
 - (k) complying with our legal obligations;
 - (l) credit verification purposes, transactions, fraud and credit worthiness;
 - (m) billing purposes and debt collection;
 - (n) employing staff, including conducting criminal reference checks and other background checks permitted by law; and
 - (o) any other uses identified at the time of its collection.
- 7.2 We may disclose your Personal Information to such persons as is necessary to achieve the above purposes. This will often include disclosure to our related bodies corporate, employees, contractors or other third party service providers (including for example laboratories).
- 7.3 We may use or disclose Personal Information for secondary purposes where it would be reasonable to expect us to do so, and that secondary purpose is related (or directly related in the case of Sensitive Information) to the primary purpose.
- 7.4 Unless you inform us that you opt out, we may use your Personal Information for the purposes of sending you direct marketing publications. We do not provide your personal information to other organisations for the purposes of their direct marketing.

8. Overseas disclosure

- 8.1 We may disclose Personal Information to third parties overseas for the purposes for which we collect and use that information. This will generally be limited to third party providers of services such as payment processing, website hosting, data storage, electronic communications and data analysis. Any such disclosure will be done in accordance with the Act.
- 8.2 We will attempt to ensure that persons to whom the disclosed Personal Information relates have comparable rights in relation to that information once disclosed overseas.
- 8.3 This will generally be limited to third party providers of services such as payment processing, website hosting, data storage, electronic communications and data analysis.

9. How you can access correct Personal Information

- 9.1 You may contact us to access your Personal Information or to correct inaccurate, out-of-date, incomplete, irrelevant or misleading Personal Information by:

Mail: Privacy Officer, Trilab Pty Ltd, 346a Bilsen Road, Geebung QLD 4034

Email: jen.beveridge@trilab.com.au

Phone: +61 7 3265 5656

- 9.2 We will respond to those requests within a reasonable period in accordance with our obligations under the Act.
- 9.3 If we refuse a request to access or correct Personal Information, where reasonable, we will provide our reasons for doing so and information about your ability to complain about such refusal.

10. Complaints

- 10.1 Complaints about our Privacy Policy or our collection, use, disposal or destruction of your Personal Information should first be directed to us at the details set out above.
- 10.2 We will investigate and attempt to resolve your complaint in accordance with the Act.
- 10.3 You may contact the OAIC if you are not satisfied with the outcome of this process.

11. Further information

- 11.1 Please contact us on +61 7 3265 5656 for more information regarding our Privacy Policy.
- 11.2 More information on the Act is available on the website of the OAIC at www.oaic.gov.au.