

Website Privacy Policy

Lawncn Pty Ltd



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LAWNCH

Privacy Policy | Lawnch Pty Ltd

Last Updated: 20 March 2024

This privacy policy (**Policy**) applies to all personal information, which has the meaning given to it in the *Privacy Act 1988* (Cth) (**Privacy Act**) (**Personal Information**) collected by Lawnch Pty Ltd ACN 670 738 637 and its affiliates (**Lawnch, we, us or our**) via the website located at www.lawnch.com.au (**Website**). Any capitalised terms referred to within this Policy that are not defined, have the meaning provided in the Lawnch Terms and Conditions, available on our Website.

This Policy will be reviewed and updated from time to time to take account of new laws, technologies, and changes to our operations and practices. A copy of the current version of this policy can be obtained by contacting our office at info@lawnch.com.au.

1 Information collection

The types of information that we collect from you will depend on how you use our Website. We collect both Personal Information and non-personal information. In this Policy, Personal Information includes information or an opinion, whether true or not, about an identified individual or an individual who is reasonably identifiable as defined in the Privacy Act.

1.1 Types of information we collect

We may collect Personal Information about:

- (a) our clients, business associates, potential clients, and their personnel;
- (b) other individuals while acting for our clients;
- (c) our suppliers and their employees;
- (d) our employees, partners, contractors, former employees, former partners, former contractors or prospective employees, contractors, or partners; and
- (e) other people who encounter a member of Lawnch.

1.2 Personal Information

The Personal Information which we collect and hold about you may include:

- (a) personal details, including name, date of birth, contact details (including email addresses), occupation, company name, username, and password (as applicable);
- (b) financial and legal information;
- (c) employment history, education, and qualifications;
- (d) testimonials and feedback; and
- (e) any other information that assists us in conducting our business.

If the information does not disclose your identity, or enable your identity to be ascertained, it will in most cases not be classified as 'Personal Information' and will not be subject to this Policy.

We may also collect and process non-personal information provided to us by your browser when you visit our Website, for example, the website you came from, your location information, IP address, web browser and/or device type, and the time and date of access.

2 How do we collect and protect your Personal Information

2.1 Collect

We collect Personal Information in a variety of ways, including:

- (a) directly from you when you provide your details to us;
- (b) indirectly through various means such as emails, forms, face-to-face meetings, interviews, seminar registration and attendance, business cards, online enquiries and phone calls, social media platforms (such as articles and LinkedIn) and by using services on our Website; and
- (c) occasionally, from third parties. For example, we may use third parties to analyse traffic to our website, our blogs, and social media channels, which may involve the use of cookies to assist us in providing you with a better experience. In some circumstances, we may also collect Personal Information about an individual from a third party.

What are cookies?

Cookies are small data files used by websites for record-keeping purposes, and to enhance your online experience. While most websites automatically accept cookies, you can adjust your browser settings to limit the collection of cookies by us. If you choose to disable cookies, you may not be able to use certain features of our Website.

2.2 Protect

We take reasonable steps to protect the security of Personal Information and protect Personal Information from misuse, loss, unauthorised access, modification, or disclosure. When we no longer require your Personal Information, we will take reasonable steps to destroy or de-identify it. However, most of the Personal Information that is stored in our client files and records will be kept for a minimum of seven (7) years to fulfill our record-keeping obligations.

3 Who do we disclose your Personal Information to?

We may use, hold, and disclose your Personal Information for the primary purposes for which it was collected, including but not limited to:

- (a) conducting our business;
- (b) providing and marketing our products or services;
- (c) communicating with you to provide or promote our products or services;
- (d) purchasing goods or services;
- (e) assist us in managing, developing, and enhancing our services, including our Website;
- (f) considering the suitability of prospective employees;
- (g) complying with our legal obligations; and
- (h) administering, maintaining, supporting, and providing upgrades to our services and applications.

If you would like to unsubscribe from receiving future content marketing information or communications, you can contact us at any time via info@lawnch.com.au to unsubscribe or update your preferences.

4 Links

We may provide links to other websites which are operated by third parties. We make no representations or warranties in relation to the privacy practices of any third-party website, and we are not responsible for the privacy policies or the content of any third-party website. If you visit these websites, they will be governed by their own terms of use (including privacy policies).

5 Are we likely to disclose your Personal Information overseas

We may disclose your Personal Information with recipients overseas. Instances where this may occur include, but are not limited to:

- (a) other companies or individuals who assist us in providing services or who perform services on our behalf (such as third-party providers and specialist consultants);
- (b) to courts, tribunals, and regulatory authorities;
- (c) to anyone else authorized by you to disclose such information; and
- (d) to anyone else where we are required to do so by law.

6 How you can access and correct your Personal Information

Following the guidelines outlined in the Privacy Act, you have the right to request access to and correction of your Personal Information held by us. To do so, please reach out to our office at info@lawnch.com.au. We will ask you to verify your identity and specify the information you require. If there's a fee associated with providing access to the information, we'll inform you of the estimated cost beforehand.

7 How can you make a privacy complaint

If you have any questions about privacy-related issues or wish to contact us to complain about a potential breach or mishandling of your Personal Information by us, please reach out to us.

How to contact us:

Postal address: PO Box 530, Burleigh Town QLD 4220

Email: info@lawnch.com.au

Tel: 1300 529 624

We take all complaints seriously. You can complain to us in writing and will be promptly notified of the decision regarding your complaint, typically within 30 days.

If we are unable to resolve your concerns about our handling of your Personal Information, you can contact the office of the Australian Information Commissioner:

Postal address: GPO Box 5218, Sydney NSW 2001

Email: enquiries@oaic.gov.au

Tel: 1300 363 992

Website: www.oaic.gov.au