

PRIVACY POLICY

Lotus Filters Pty Ltd understands the importance of privacy. Lotus Filters 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. Lotus Filters 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 Lotus Filters 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

We collect personal information that is necessary to support our 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

We 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

We 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.

We 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 us 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

We 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 we will take all reasonable steps to destroy or permanently de-identify it.

We 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, we 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. We 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@lotusfilters.com.au

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