



Privacy Policy

PURPOSE

At LAB³, we respect your right to privacy and are committed to protecting personal information.

This Privacy Policy explains:

- what personal information we collect
- how we use and share it
- how you can access, correct, or complain about how your information is handled.

SCOPE

This policy applies to personal information collected by LAB3 Pty Ltd and LAB3 NZ Limited (together, LAB³).

It applies to information collected through:

- our website
- our products and services
- sales, marketing and events
- recruitment and employment activities
- interactions with our customers, partners, suppliers and visitors

DEFINITIONS

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

Sensitive information means personal information that has a higher level of legal protection, such as health information or criminal history.

POLICY STATEMENT

LAB³ handles personal information in line with:

- the *Privacy Act 1988* (Cth) and the *Australian Privacy Principles* (Australia)
- the *Privacy Act 2020* and *Information Privacy Principles* (New Zealand)

We only collect personal information that is reasonably necessary for our business and take reasonable steps to protect it from misuse, loss and unauthorised access.

PERSONAL INFORMATION WE COLLECT

The type of personal information we collect depends on your relationship with us. We may collect and hold the following:

Clients, prospective clients, partners and prospective partners

- name, job title and organisation
- business address, email address and phone number
- usernames for platforms and marketplaces accessed by you
- areas of interest
- information shared during our dealings with you
- feedback about our products and services

Clients of our partners

- name, job title and organisation
- business address, email address and phone number
- usernames for platforms and marketplaces accessed by you
- information shared during our dealings with you
- feedback about our products and services

Suppliers

- name and contact details
- business records
- information about goods and services supplied
- financial details for payment purposes

Candidates seeking employment (with us or our clients)

- name and contact details
- gender and age
- employment history and resume
- references and referee reports
- background, criminal and security checks
- medical and health information (where permitted by law)
- emergency contact details
- taxation, qualification and payment details

Referees

- name and contact details
- current employment information
- professional opinions about candidates

Website visitors

- name and contact details where voluntarily provided
- usage data collected through cookies and analytics tools

Office visitors

- name and contact phone number
- time and date of visit
- name of the person being visited
- video and audio surveillance recordings
- health or travel information where required for safety or compliance reasons

We collect sensitive information only where you consent and where it is reasonably necessary for our business activities.

HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information:

- directly from you
- through our dealings with you
- when you use our website or platforms
- when you apply for a role
- when you visit our offices
- when you contact us by phone, email or online forms

We may also collect information from:

- referees
- background and security check providers
- third-party platforms and marketplaces
- people or organisations who refer you to us

HOW WE USE PERSONAL INFORMATION

We use personal information to:

- provide and manage our products and services
- perform contracts and commercial arrangements
- respond to enquiries and feedback
- verify identity
- recruit and manage employees and contractors
- send newsletters, marketing and promotional material (you can opt out at any time using the unsubscribe link or by contacting us)
- run events, forums and education sessions
- meet legal and regulatory obligations

If we cannot collect required personal information, we may not be able to provide certain services.

DISCLOSURE OF PERSONAL INFORMATION

We may disclose personal information:

- for the purpose it was collected
- for a related purpose you would reasonably expect
- with your consent
- to advisers, insurers and professional service providers
- to related entities
- where required or authorised by law

We may also disclose personal information to third-party service providers, such as:

- background and security check providers
- website analytics providers
- marketing and communications platforms

OVERSEAS DISCLOSURE

Some third-party service providers may be located outside Australia or New Zealand, including in the United States, United Kingdom, European Union, Singapore and India.

Where personal information is disclosed overseas, we take reasonable steps to ensure it is protected in line with Australian and New Zealand privacy laws.

DATA SECURITY AND RETENTION

We use reasonable technical, physical and organisational safeguards to protect personal information.

We keep personal information only for as long as needed for business or legal purposes and securely destroy or de-identify it when it is no longer required.

ACCESS AND CORRECTION

You may request access to, or correction of, the personal information we hold about you.

Requests must be made in writing. We may need to verify your identity and may refuse access where permitted by law.

COOKIES AND WEBSITE ANALYTICS

Our website uses cookies and similar technologies to improve functionality and understand usage. You can manage cookies through your browser settings.

NOTIFIABLE DATA BREACHES

If we experience a data breach that is likely to result in serious harm, we will investigate and notify affected individuals and the relevant regulator as required under:

- the Notifiable Data Breaches scheme in Part IIIC of the *Privacy Act 1988* (Cth)
- the *Privacy Act 2020* (New Zealand).

CHANGES TO THIS POLICY

LAB³ may update this Privacy Policy from time to time. Any changes will be published on this page and take effect when posted.

COMPLAINTS OR QUESTIONS

If you have a concern or complaint about how we handle personal information, please contact us. We will investigate complaints promptly and aim to respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact:

- the Office of the Australian Information Commissioner, or
- the Office of the Privacy Commissioner (New Zealand).

CONTACT DETAILS

Email: compliance@lab3.com.au

Address: Level 4, 31 Queen Street, Melbourne VIC 3000

REFERENCES

- *Privacy Act 1988* (Cth)
- *Australian Privacy Principles*
- *Privacy Act 2020* (NZ)
- *Information Privacy Principles* (NZ)