



## The Lab food + coffee Privacy Policy

Your privacy is important to us. The Lab and its staff supports and is bound by the Australian Privacy Principles contained in the Privacy Act 1988. <https://www.legislation.gov.au/Series/C2004A03712>

For internal queries regarding the Privacy Commitment of The Lab, please contact Privacy Officer and Director, Jodi Duyster.

We recognise the importance of privacy protection. You can be certain that the information we receive about you will be treated as strictly confidential.

When THE LAB collects personal information for a specific purpose it will not use that information other than for that purpose or for such related purposes as a reasonable person would expect it to be used for without consent of the relevant person.

### **What information do we collect; how do we do it; and what do we do with it?**

There are a number of ways we seek information from you. We might collect your information when you order with us, when you've phoned or accessed our websites. We also may use electronic means such as email or SMS to communicate with you and verify your details.

When you order on to the website and read or download information, our Internet Service Provider/Hosting Provider records your server address, domain name, the date and time of your visit to our site, the pages you view and any information you choose to download. This data is used for statistical and web site development purposes only.

If you elect to receive notifications about changes in the content of our site, the information we have stored in your profile will be used to send you e-mails about those options.

If you elect to order with us we may collect:

### **General Information**

ID information such as

- Your name,
- Contact details such as telephone numbers, email address and delivery address
- Financial information through our online payment facility if applicable for the purpose of and or relating to ordering only. This information is securely stored by our merchant provider Fat Zebra. Our staff do not have access to this information.

### **The Lab food + coffee website**

The information that we collect from you will depend on how you use our website. Our policy for dealing with any information you might disclose to us while visiting this website is explained below.

We do not make an attempt to identify visitors to our web site except where you enter your details specifically to order or to otherwise communicate with us.

### **What information do we collect on the public pages of the site?**

**We do not** collect or use any personal information on visitors to our website through the use of "cookies" or other software or hardware techniques.

**We do** look at the number of hits the site receives and keep track of the domains from which this site



is accessed.

To determine what our visitors are interested in, we may also look at the top 20 search words used in connecting to this site.

### **The circumstances under which we disclose information about you**

Unless required by law to do so, THE LAB undertakes not to sell or pass on any personal information that you may provide to us unless we have your express consent to do so.

In the course of placing you in employment THE LAB may be required to provide information provided by you to external parties.

### **Cross Border disclosure of personal information**

We will not transfer your personal information to any organization or individual outside Australia.

### **How we handle emails**

We will preserve the contents of any email message that you send us if we believe that we have a legal requirement to do so. Emails sent to or from THE LAB are routinely monitored for quality control, systems administration, and legal compliance purposes.

### **Can we use your information for marketing our products and services?**

We will not use this information for these purposes.

### **How we collect your information from other sources**

Sometimes we collect information about you from other sources. We do this only if it's necessary to do so. Instances of when we may need to include where:

- We can't get hold of you and we rely on other available information such as your next of kin to contact you;
- We need information from an organization such as medicare or a similar organization regarding your services with us

### **What if you don't want to provide us with your personal information?**

If you don't provide your personal information to us, we may not be able to:

- Provide you with the product or service you want;
- Manage or administer your product or service;
- Verify your identity or protect against fraud

### **How do we take care of your personal information?**

We store information in different ways, including in paper and electronic form. The security of your personal information is important to us and we take reasonable steps to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure. Some of the ways we do this are:

- confidentiality requirements of our employees;
- document storage security policies;
- security measures for access to our systems;



- only giving access to personal information to a person who is verified to be able to receive that information;
- control of access to our buildings; and
- electronic security systems, such as firewalls and data encryption on our websites.

We can store personal information physically or electronically with third party data storage providers. Where we do this, we use contractual arrangements to ensure those providers take appropriate measures to protect that information and restrict the uses to which they can put that information.

### **Can I have access to my information?**

We will always allow you access to personal information you have provided us. You may access this information by contacting us and requesting it.

### **What happens when we no longer need your information?**

We'll only keep your information for as long as we require it for our purposes. We're also required to keep some of your information for certain periods of time under law. When we no longer require your information, we'll ensure that your information is destroyed or de-identified as per destruction guidelines.

### **How do I make a complaint?**

If you wish to make a complaint about The Lab's privacy practices, we request that you first contact [jodi@australianmedicalplacements.com.au](mailto:jodi@australianmedicalplacements.com.au) with the details of your complaint.

THE LAB undertakes that your complaint will be investigated diligently, and our response provided to you as soon as reasonably practicable.

You have the right to complain to the office of the Privacy Commissioner if you feel that we have not handled your complaint adequately. A complaint to the Privacy Commissioner must be made in writing and staff of the Privacy Commissioner can assist and you can contact them by ringing the Privacy Commissioner's hotline service on 1300 363 992.

### **Where can I obtain further information?**

The most current version of this Policy can be obtained by contacting [eat@thelabat313.com.au](mailto:eat@thelabat313.com.au)

If you have any questions about privacy-related issues, please contact:

**p: 08 8362 0316**

**e: [eat@thelabat313.com.au](mailto:eat@thelabat313.com.au)**

**a: 313 Payneham Rd, Royston Park SA 5070**

You can obtain further general information about your privacy rights and privacy law from the Office of the Australian Information Commissioner by:

Calling their Privacy Hotline on 1300 363 992

Visiting their web site at <http://www.oaic.gov.au/> (External link)

Writing to:

**The Director of Compliance,**  
Office of the Federal Privacy Commissioner,  
GPO Box 5218  
Sydney, NSW 2001