



RANDLAB PTY LTD – (ABN 49134370059) – PRIVACY POLICY

Randlab PTY Ltd operate a Veterinary pharmaceutical manufacture and supply operation in Australia. In the course of conducting our business Randlab PTY Ltd collects personal information from its customers. This following document sets forth the Privacy Policy for Randlab PTY Ltd and the Randlab website, www.randlab.com.au

Randlab is committed to the protection of your personal information and meeting the standards set out in the *Privacy Act 1988* (Cth) (the **Act**), including the Australian Privacy Principles (**APPs**). This Privacy Policy sets out how we will handle the personal information that we collect and hold.

Collection of Information

What is personal information?

Personal information means any information about an identified individual, or an individual who is reasonably identifiable, whether that information is true or not and whether it is recorded in a material form or not.

Sensitive information is a subset of personal information that includes information about your race or ethnic origins, political opinions, religious or philosophical beliefs, trade union membership, or details of health, disability or sexual activity or orientation. Randlab does ask for sensitive information.

What personal Information we collect and hold

The personal information we collect about you will depend on the nature of our relationship with you. We may collect:

- your name, address, email, phone number(s) and emergency contact details;
- your relevant state veterinary registration number;
- your trading name details should they differ from your individual name details;
- your age, date of birth, gender;
- payment and/or bank account details;

Why we collect personal information

Generally we collect your personal information to provide you with products or services and to manage our relationship with you.

We also collect personal information for research and marketing purposes and to provide you with information about events, products and services (both our own and those of other companies that may be of interest to you), to improve the services we provide, to run various competitions and trade promotions, and to provide you with payment receipts.

How we collect Personal Information

We collect personal information directly from you when you interact with us, for example when:

- you place an order for supply directly to you;
- you place an order for supply directly to you via a registered veterinary wholesaler;
- you submit an entry into a competition or trade promotion run by Randlab;
- you send us an email, contact us through any of our websites, or post on any of our websites (including any of our social media pages);
- you participate in a research survey;
- you call us; or
- you attend an event or activity that we organise, sponsor, or are otherwise affiliated with.

We also have CCTV cameras operating in our premises to ensure security and a good working environment for our staff. Premises where CCTV cameras operate have signs at the point of entry, informing you of their operation.

Website and App Policy

We may also collect anonymous information through the use of cookies on our website. Cookies themselves do not identify users personally but they do allow the tracking of an individual's use of a website.

Use and disclosure

Use

How we use your personal information will depend on the nature of our relationship with you. We may use your personal information for the following purposes:

- to provide you with our products or services;
- to manage our relationship with you;
- to facilitate the administration of, and your participation in, a trade promotion, competition or other activity;
- to facilitate the administration of, and your participation in, a Randlab client database;
- to monitor your purchase history and our relationship with you;
- to identify and inform you about other products or services that may be of interest to you;
- to market, improve and add to our products and services including our websites.

Direct marketing opt out

If you no longer wish to receive marketing or other communications from us, please contact us on the details below so that we can update your preferences, or follow the instructions in these communications on how to unsubscribe.

Disclosure

Randlab does not disclose your private information to any other party.

Randlab does not forward or sell your private information to third parties for any purpose.

Data quality

We take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete, relevant and up-to-date.

If you believe that the personal information we hold about you is incorrect or out-of-date, please contact us on the details below so that we can update our records.

Data security

We store your personal information in a number of secure computer storage facilities and paper based files, and in other records. We may also engage third party service providers to assist in storing and processing certain types of personal information for us, some of which may be located overseas.

We take reasonable steps to ensure that the personal information we hold about you is protected from misuse, interference and loss and from unauthorised access, modification or disclosure.

Access and correction

If you wish to request access to, or correction of any personal information we may hold about you, please contact us on the details below.

Generally, we will provide you with access to your personal information unless one of the exceptions set out in the APPs applies to your request, such as where providing access would unreasonably impact on the privacy of others. If one of these exceptions applies, we may, if reasonable, provide access to the personal information in a way that meets our needs and yours (for example by giving you access through a mutually agreed intermediary), although this will not always be possible.

We may charge a fee for giving access to personal information which reflects our costs of providing access.

If we refuse your request for access to, or correction of, your personal information, we will provide you with written notification of our decision and our reasons for reaching that decision. If we refuse your request to correct your personal information, you can request that we associate with that information a statement that you believe it to be inaccurate, out-of-date, irrelevant or misleading.

More information and complaints

For more information on how we handle your personal information, or if you are concerned that we may have breached your privacy and wish to make a complaint, please contact us on the details below.

We will take any privacy complaint seriously, and we aim to resolve all complaints in a timely and efficient manner. We request that you cooperate with us during this process and provide us with relevant information we may require.

We expect our procedures will deal fairly and promptly with your complaint. However, if you are unsatisfied with our response, you can make a complaint to the Office of the Australian Information Commissioner (OAIC) on by calling 1300 363 992 or visiting the OAIC website at www.oaic.gov.au.

Contact us

Mail: The Privacy Officer
Randlab PTY Ltd

7/85 Alfred rd

Chipping Norton NSW 2170

Email: info@randlab.com.au

Phone: (02) 9728 3505

Changes to our Privacy Policy

Randlab will review this Privacy Policy from time to time to ensure that it accurately reflects our practices and procedures as well as any changes in the law. We will notify you of any changes to this Policy by posting an amended version on our website (www.randlab.com.au), and changes will take effect from the date of posting.

Last updated: October 2016

