

PRIVACY POLICY NO: 7.10

Issue Date: 15 October 2016

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V1.11

SCOPE

The Gerard Lighting Group of Companies (the Company) protects the privacy of personal information disclosed to it by job applicants ("Applicants"), and personal information the Company receives from employees, contractors and others, including our customers. This Privacy Policy applies to the Company and all Applicants, employees and customers of the Company.

PURPOSE

The Company is committed to protecting the privacy and security of personal information held about its customers and employees. Our purpose is to assure anyone who does business with the Company complies with the Privacy Act 1988. The following statement is our commitment to ensure that the collection, use, disclosure and security of personal information complies with the provisions of the Privacy Act in terms of legal conformity and practical fortitude. In particular, the Company's Privacy Policy aims to comply with the Australian Privacy Principles (APPs).

CHANGES TO POLICY

The Company reserves the right to change the Privacy policy from time to time.

1. DEFINITIONS

'Personal Information' is information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

2. COLLECTION OF PERSONAL INFORMATION

2.1 The Company collects personal information in a number of different ways depending on the type of dealings that a person may have with the Company. For example:

- consumers; or
- business relations; or
- employees.

2.2 The Company will collect personal information over the phone, in person or by other means of electronic correspondence such as email or fax to undertake our daily and administrative operations.

2.3 Information collected will include but not limited to personal address and contact details, bank account information, tax file numbers, resumes and reference checks.

3. PURPOSES FOR THE COLLECTION OF DATA

3.1 The Company treats its obligations with respect to the use and disclosure of personal information very seriously. The Company collects personal information for the following purposes to:

- contact a person directly about the Company, its brand, special offers, samples and other promotions
- reward a person or company for being a loyal customer
- provide a person or company with products they have requested
- follow up or pursue any queries a person or company make
- contact employees

4. DISCLOSURE

4.1 The Company will not sell, rent, trade or otherwise supply to third parties any personal information obtained unless consent has been given. However, the Company may disclose personal information in some circumstances including where contractors and service providers help the Company operate our business or provide a service such as:

- a related companies; or
- organizations which provide services to the Company, such as mailing houses, promotion and advertising agencies and consumer research agencies; or
- credit reference agencies or other credit providers; or
- government or statutory authorities; or
- as required by law

4.2 In certain circumstances the Company may be required to provide personal information to contractors and/or service providers. Before any such information is released the Company would require these organisations or individuals to agree to comply with our Privacy Policy and agreements shall be in place to ensure the Company's policy is adhered to.

5. COOKIES

5.1 A 'cookie' is a packet of information placed on a user's computer by a website for record keeping purposes. Cookies are generally used on the Company site to:

- access online services - if you visit the Company's website and log into our secure areas we will use cookies to enable us to authorise your access
- manage advertising - we use advertising companies to deliver our online advertising. When you see one of the Company's ads on a third party website, cookies are sometimes used to collect information about what pages you visit and the type of software you are using
- traffic monitoring - we use tracking companies to gather information about how people are using the Company's site, this information includes time of visit, pages visited, and some system information about the type of computer you are using. We use this information to enhance the content and services offered on the site.

5.2 Cookies may also be used for other purposes on the Company's site but in each case none of the information collected can be used to personally identify you.

5.3 Organisations and individuals can configure their browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. (Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences).

5.4 If you disable the use of cookies on your web browser or remove or reject specific cookies from this website or linked sites then you may not be able to gain access to all of the content and facilities in this website.

6. SECURITY

6.1 The Company has security procedures and technology to protect against the loss, misuse and/or alteration of the information under its control. Databases on the internal Company server are security protected to limit access to those individuals who collected the information. The Company employees are required to maintain the confidentiality of any personal information held by the Company.

6.2 Information will be held in databases and paper based files on Company premises and only accessible by authorized Company employees.

7. ACCESS TO PERSONAL INFORMATION

7.1 Organisations and individuals can contact the Company to request access to their information. In normal circumstances we will give you full access to your information. However, there may be some legal or administrative reasons to deny access. If access is denied, we will provide you with the reason why.

8. AMENDING PERSONAL INFORMATION

8.1 If an organization or individual wishes to change personal information that is inaccurate or out-of-date, they may contact the Gerard Lighting Group Human Resources Manager by mail or e-mail. Any personal information that is no longer used by the Company (based on the annual review) will be destroyed. The assessment of what personal information is destroyed will vary from department to department depending on the needs of that particular department.

9. CHANGES TO POLICY

9.1 The Company reserves the right to change the Privacy Policy from time to time and will post the updated version of the policy on its website.

10. COMPLAINTS

10.1 If you have a complaint about the Company's privacy practices or on handling of your personal and sensitive information please contact our Human Resources Manager (details below)

10.2 All complaints will be logged.

10.3 The Company will try and resolve the matter within a reasonable timeframe and you will be informed of the findings. If you are unsatisfied with the outcome you are free to take your complaint to the Office of the Australian Information Commissioner at www.oaic.gov.au.

11. CONTACT DETAILS

11.1 Information about personal information held by the Gerard Lighting Group, privacy issues and the protection of privacy, can be obtained by contacting:

Human Resource Manager
Gerard Lighting Group
PO Box 314,
Padstow NSW 2211 or

Via email:
privacy@gerardlighting.com.au