

## LABform Data Handling Statement

LAB Group provides online customer account opening and management and electronic identity verification services to businesses to assist them to onboard their customers. If you apply for an account with any of our clients, we will collect and verify information about you from you (and others) and we will pass it on to the client/s with whom you apply for an account. We have no direct relationship with you.

We are bound by the *Privacy Act 1988* (Cth). We are committed to respecting and protecting your personal information, i.e. any information that we hold about you through which you may be identified.

This statement explains how we collect, hold, use and disclose your personal information. By providing personal information to us, you consent and authorise us to do these things and you also give us the benefit of all consents in relation to your information that you have given to any of our clients – even if they are not found in this document.

### How we collect your information

We will usually collect information directly from you via our account opening software, LABform. Sometimes our client will provide us with information they hold about you. Sometimes we will need to source personal information about you from a third party such as a credit reporting agency or government agency. If you already have opened an account with one of our clients, we may already hold information about you and have identified you. If so, we will provide information and identification we already hold to the client as a part of our services to them (and you may be able to reuse your existing LAB identifier).

If you do not provide your personal information to us, we will not be able to verify your identity or process your account application.

### What personal information we collect

We only collect personal information about you that we need in order to provide account opening and management and identity verification services to our client.

This may include, but is not limited to your name, date of birth, contact details, tax file number, Medicare number or other government identifier, financial information, employment, credit history, transaction history and any other information that clients ask us to collect (or which they or we are required by law to collect).

We will only collect sensitive information about you, i.e. information about your racial or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record or health information, if our clients ask us to or we are required to do so by law.

### How we use your personal information

We use the personal information we collect about you for the following purposes:

- verify and authenticate your identity;
- verify the accuracy of some information you have provided, e.g. your tax file number or Medicare number; and
- pass your information and identity verification on to the client on whose behalf we have collected it and to any other client with whom you wish to open an account, so they can consider your application.

We may use your personal information for related purposes if we believe you would reasonably expect us to do so, including providing you with information that may be of interest to you (unless you have opted not to receive such information). We may use your personal information for purposes required by law.

### To whom we disclose your personal information

We will always disclose your personal information and identity verification to our clients with whom you apply to open an account.

We will need to provide some of your personal information to the third party service providers we use to help us provide our services e.g. credit reporting bodies, government agencies, external data storage providers etc. Although it is unlikely that we will provide your personal information to overseas recipients, some of our suppliers may. We will take reasonable steps to ensure that they do not provide your information to anyone who will not protect it in a similar way to us.

We may disclose your personal information to our affiliates and related companies. We will always require anyone to whom we provide your personal information to manage it substantially in accordance with this statement.

We may also provide your information to third parties if we are required to do so by law or under some unusual circumstances which are permitted under the *Privacy Act 1988* (Cth).

### **Data aggregation**

We will de-identify and aggregate information we hold about you and other individuals by removing information that could identify you. We will use this anonymised data for internal purposes, e.g. to obtain insights about our business and identify opportunities for improvement in our services, and we may make it available to third parties where appropriate to assist them to improve their business and services (but not to re-identify you).

### **Security of your personal information**

We will take all reasonable steps to ensure that your personal information is stored safely and securely. We protect your personal information by restricting access to your personal information and by securely destroying or de-identifying your information when it is no longer needed.

### **Updating your personal information**

If you wish to access, correct or update your personal information, please contact us on [enquiries@labgroup.com.au](mailto:enquiries@labgroup.com.au)

### **Complaints about breaches of privacy**

If you are not satisfied with the way in which we handle your personal information, you may complain to us at: [enquiries@labgroup.com.au](mailto:enquiries@labgroup.com.au)