

Privacy Policy

Laminar Communications Pty Ltd

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Introduction

Laminar Communications Pty Ltd (ACN 080 749 613) (Laminar Communications, we, us and our) respects your privacy and is committed to protecting it. We comply with the Australian Privacy Principles and the Privacy Act 1988 (Cth) (Privacy Act), which govern the way private sector organisations collect, use, keep secure and disclose Personal Information.

The Privacy Act defines “Personal Information” to mean any information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent or can be reasonably ascertained, from the information or an opinion.

This privacy policy applies in respect of Laminar Communications generally. The privacy policy that applies in respect of the LamChat App is available at www.laminar.co

We recommend that you keep this information for future reference.

1. The kinds of Personal Information collected, used and disclosed by Laminar Communications

We will only use or disclose your Personal Information for the primary purposes for which it was collected or as consented to by you. At or around the time we collect Personal Information from you, we will endeavour to provide you with a notice which details how we will use and disclose that specific information. We set out some common collection, use and disclosure instances in the table below.

Purpose	Type of Information	Uses	Disclosures
Sales and enquiries	<ul style="list-style-type: none"> • Contact information: Such as your name, position, Company name and locations, Company ABN, address, location, billing address (if different to address), email address, phone numbers, username and password. • Transaction Sales: Such as: <ul style="list-style-type: none"> - Trading Terms - Delivery information. - Billing and account details. - Payment card details. • Customer Service: Information collected in connection by our customer services department. • Website enquiries: Such as your name, email address, phone number and any information you provide to us as part of your message. 	<p>The types of uses we will make of Personal Information collected for this type of purpose include:</p> <ul style="list-style-type: none"> • Services: the provision of our services to you including: <ul style="list-style-type: none"> - Using your Personal Information in order for you to use the products and services offered. - Payment processing, including charging, credit card authorisation, verification and debt collection. - To provide customer service functions, including handling customer enquiries and complaints. • Marketing: using your Personal Information for the purposes set out in “Marketing Services” section below. • General administrative and security use: <ul style="list-style-type: none"> - To protect Laminar Communications’ websites from security threats, fraud or other criminal activities. - The use for the administration and management of Laminar Communications. - The maintenance and development of our products and services, business systems and infrastructure. - In connection with the sale of any part of Laminar Communications’ business. - To provide customer services to clients and for quality assurance purposes. 	<p>The types of disclosures we will make of Personal Information collected for the type of purposes listed include, without limitation, to:</p> <ul style="list-style-type: none"> • Vendors that offer support services in relation to licencing requirements. • Third parties connected with the sales process including suppliers, ecommerce, payment gateway providers and financial institutions. • Service providers (including IT service providers and consultants) who assist Laminar Communications in providing our products and services. • Third parties in connection with the sale of any part of Laminar Communications’ business. • As required or authorised by law.

Credit information

- Contact and identifying information:
 - Such as your name, Company name, address, billing address (if different to address), email address, phone numbers.
 - Bank account (including bank statements), credit or debit card details.
- Vendor and Supplier payments: The processing of any payments and refunds, if applicable.
- Purchases of Laminar Communications' products and services: Payment processing, including charging, refunds (if applicable), credit card authorisation, verification and debt collection.
- Online accounts: If you create an account with Laminar Communications and you provide us your Personal Information, we will use it for:
 - Processing of account transactions.
 - Customer service related contact.

We may disclose this type of Personal Information to:

- Our contractors, agents and third party providers who undertake billing and credit services on our behalf.
- Third party providers who assist us in providing our products and services to you.
- Third parties, such as external debt recovery agents, court or other entities to which we are required by law to disclose Personal Information.

Marketing Services

- Contact information: Such as your name, location, email address, current postal and residential addresses, phone numbers, country of residence (and, if applicable, company name/locations and ABN).
- Website enquiries: Such as your name, email address, phone number and any information you provide to us as part of your message.
- Social media activity: Including "likes", comments posted, participation in a competition or social media campaign, any of your oppositions or feedback, photos posted or uploaded and other information pertaining to your social media activities which concern, or relate, to Laminar Communications.
- General marketing and consumer analytics: using your Personal Information:
 - To aggregate with other information and to then use it for marketing and consumer analytics.
 - To offer you updates on products, events or information that may be of interest to you.
 - For Marketing and promotional activities by us (including by direct mail, telemarketing and email) such as our email alerts, product awareness information and newsletters.
 - For the Uses detailed above in "Sales and enquiries".
- Online accounts or social media: If you create an account with Laminar Communications or participate in our social media platforms (such as Facebook, Twitter and LinkedIn) and you provide us your Personal Information, we will use it for:
 - Adding account holders to the marketing database.
 - Customer service related contact.
 - Responding to social media messages.
 - Fulfilling social media platform rules.

We may disclose your Personal Information to:

- Third parties connected with the marketing process who assist us in providing our products and services to you.
- The parties listed in the Disclosure column for "Sales and enquiries".

2. How Laminar Communications collects and holds Personal Information

2.1 Collection generally

As much as possible or unless provided otherwise in this Privacy Policy or a notification, we will collect your Personal Information directly from you. When you engage in certain activities, such as filling out a survey or sending us feedback, we may ask you to provide certain information. It is completely optional for you to engage in these activities.

Depending upon the reason for requiring the information, some of the information we ask you to provide may be identified as mandatory or voluntary. If you do not provide the mandatory information or any other information we require in order for us to provide our products or services to you, we may be unable to provide our products or services to you in an effective manner, or at all.

2.2 Other collection types

We may also collect Personal Information about you from other sources and third parties. Some examples of these alternative collection events are:

- (a) when we collect Personal Information about you from third parties; or
- (b) when we collect Personal Information about you from publicly available sources including but not limited to, court judgments, directorship and bankruptcy searches, Australia Post, White Pages directory, and social media platforms (such as Facebook, Twitter, Google, Instagram etc).

2.3 Notification of collection

If we collect details about you from someone else, we will, whenever reasonably possible, make you aware that we have done this and why, unless special circumstances apply, including as described in this clause 3.3(a) to 3.3(c) below. Generally speaking, we will not tell you when we collect Personal Information about you in the following circumstances:

- (a) where information is collected from any personal referee you have listed on any application form (including any employment application) with Laminar Communications;
- (b) where information is collected from publicly available sources including but not limited to court judgments, directorship and bankruptcy searches, social media platforms (such as Facebook, Twitter, Google, Instagram etc); or
- (c) as otherwise required or authorised by law.

2.4 Unsolicited Personal Information

In the event that the unsolicited Personal Information collected is in relation to potential future employment with Laminar Communications, such as your CV, resume or candidacy related information, and it is determined by Laminar Communications (in its absolute discretion) that it may consider you for potential future employment, Laminar Communications may keep the Personal Information on its human resource records.

2.5 How we hold your Personal Information

Once we collect your Personal Information, we will either hold it securely and store it on infrastructure owned or controlled by us or with a third party service provider who have taken reasonable steps to ensure they comply with the Privacy Act. We provide some more general information on our security measures in Section 9 (Data security and quality).

2.6 Cookies and IP addresses

If you use our website, we may utilise "cookies" which enable us to monitor traffic patterns, trends and to serve you more efficiently if you revisit our website. In most cases, a cookie does not identify you personally but may identify your internet service provider or computer.

We may gather your IP address as part of our business activities and to assist with any operational difficulties or support issues with our services. This information does not identify you personally.

However, in some cases, cookies may enable us to aggregate certain information with other Personal Information we collect and hold about you. Laminar Communications extends the same privacy protection to your Personal Information, whether gathered via cookies or from other sources, as detailed in this Privacy Policy.

You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance. However, if you disable cookies, you may not be able to access certain areas of our websites or take advantage of the improved web site experience that cookies offer.

3. Uses and discloses of Personal Information

3.1 Use and disclose details

We provide a detailed list at Section 2 of some common uses and disclosures we make regarding the Personal Information we collect.

3.2 Other uses and disclosures

We may also use or disclose your Personal Information and in doing so we are not required to seek your additional consent:

- (a) when it is disclosed or used for a purpose related to the primary purposes of collection detailed above and you would reasonably expect your Personal Information to be used or disclosed for such a purpose;
- (b) if we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety or to lessen or prevent a threat to public health or safety;
- (c) if we have reason to suspect that unlawful activity has been, or is being, engaged in; or
- (d) if it is required or authorised by law.

3.3 Use and disclosure procedures

In the event we propose to use or disclose such Personal Information other than for reasons set out in the above table at Section 2 or as otherwise outlined in this Privacy Policy, we will first notify you or seek your consent prior to such disclosure or use.

Your Personal Information is disclosed to these organisations or parties only in relation to the products or services we provide to you or for a purpose permitted by this Privacy Policy.

We take such steps as are reasonable to ensure that these organisations or parties are aware of the provisions of this Privacy Policy in relation to your Personal Information.

3.4 Communications opt-out

If you have received communications from us and you no longer wish to receive those sorts of communications, you should contact us via the details set out at the top of this document and we will ensure the relevant communication ceases. Any other use or disclosure we make of your Personal Information will only be as required or authorised by law or as permitted by this Privacy Policy or otherwise with your consent.

4. Sensitive information

4.1 Sensitive information generally

Sensitive information is a subset of Personal Information. It means information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information that is to be used for the purpose of automated biometric verification or biometric identification or biometric templates.

4.2 Collection and use of sensitive information

In general, we attempt to limit the collection of sensitive information we may collect from you, but depending on the uses you make of our products this may not always be possible and we may collect sensitive information from you in order to carry out the services provided to you. However, we do not collect sensitive information from you without your consent.

The type of sensitive information we may collect about you is dependent on the services provided to you by Laminar Communications will be limited to the purpose(s) for which it is collected. We set out some types of sensitive information we may collect about you in the "Human resources" section of the table at Section 2 above.

We do not use sensitive information to send you Direct Marketing Communications (as set out in Section 6 below) without your express consent.

4.3 Consent

We may collect other types of sensitive information where you have consented and agree to the collection of such information. Generally speaking, we will obtain this type of consent from you at (or around) the point in time in which we collect the information.

5. Direct Marketing

5.1 Express informed consent

You give your express and informed consent to us using your Personal Information set out in:

- (a) the “Sales and Enquiries” section of the table at Section 2 of this document above; and
- (b) the “Marketing Services” section of the table at Section 2 of this document above; to provide you with information and to tell you about our products, services or events or any other direct marketing activity (including third party products, services, and events) which we consider may be of interest to you, whether by post, email, SMS, messaging applications and telephone (Direct Marketing Communications).

5.2 Inferred consent and reasonable expectations of direct marketing

Without limitation to paragraph 6.1, if you have provided inferred or implied consent (e.g. not opting out where an opt-out opportunity has been provided to you) or if it is within your reasonable expectation that we send you Direct Marketing Communications given the transaction or communication you have had with us, then we may also use your Personal Information the purpose of sending you Direct Marketing Communications which we consider may be of interest to you.

5.3 Opt-out

If at any time you do not wish to receive any further Direct Marketing Communications from us or others under this Section 5, you may ask us not to send you any further information about products and services and not to disclose your information to other organisations for that purpose. You may do this at any time by using the “unsubscribe” facility included in the Direct Marketing Communication or by contacting us via the details set out at the top of this document.

6. Anonymity and pseudo-anonymity

Due to the nature of the services Laminar Communications provides to you, it is impractical (and in some cases, impossible) for us to deal with you on an anonymous basis or through use of a pseudonym.

7. Cross Border Disclosure

7.1 Cross border disclosures

Any Personal Information collected and held by Laminar Communications may be disclosed to, and held at, a destination outside Australia, including but not limited to New Zealand, Europe, Singapore, Taiwan, United Kingdom, and United States of America, where we utilise third party service providers to assist Laminar Communications with providing our goods and services to you. Personal Information may also be processed by staff or by other third parties operating outside Australia who work for us or for one of our suppliers, agents, partners or related companies.

As we use service providers and platforms which can be accessed from various countries via an Internet connection, it is not always practicable to know where your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed above.

In addition we may utilise overseas IT services (including software, platforms and infrastructure), such as data storage facilities or other IT infrastructure. In such cases, we may own or control such overseas infrastructure or we may have entered into contractual arrangements with third party service providers to assist Laminar Communications with providing our products and services to you.

7.2 Provision of informed consent

By submitting your Personal Information to Laminar Communications, you expressly agree and consent to the disclosure, transfer, storage or processing of your Personal Information outside of Australia. In providing this consent, you understand and acknowledge that countries outside Australia do not always have the same privacy protection obligations as Australia in relation to Personal Information. However, we will take steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

The Privacy Act requires us to take such steps as are reasonable in the circumstances to ensure that any recipients of your Personal Information outside of Australia do not breach the privacy principles contained within the Privacy Act. By providing your consent, under the Privacy Act, we are not required to take such steps as may be reasonable in the circumstances. However, despite this, we acknowledge the importance of protecting Personal Information and have taken reasonable steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

7.3 If you do not consent

If you do not agree to the disclosure of your Personal Information outside Australia by Laminar Communications, you should (after being informed of the cross border disclosure) tell Laminar Communications that you do not consent. To do this, either elect not to submit the Personal Information to Laminar Communications after being reasonably informed in a collection notification or please contact us via the details set out at the top of this document.

8. Data security and quality

8.1 Laminar Communications' security generally

We have taken steps to help secure and protect your Personal Information from unauthorised access, use, disclosure, alteration, or destruction. You will appreciate, however, that we cannot guarantee the security of all transmissions or Personal Information, especially where human error is involved or malicious activity by a third party.

Notwithstanding the above, we will take reasonable steps to:

- (a) make sure that the Personal Information we collect, use or disclose is accurate, complete and up to date;
- (b) protect your Personal Information from misuse, loss, unauthorised access, modification or disclosure both physically and through computer security methods

8.2 Accuracy

The accuracy of Personal Information depends largely on the information you provide to us, so we recommend that you:

- (a) let us know if there are any errors in your Personal Information; and
- (b) keep us up-to-date with changes to your Personal Information (such as your name or address).

We provide information about how you can access and correct your information in Section 10.

9. Access to and correction of your Personal Information

You are entitled to have access to any Personal Information relating to you which we hold, except in some exceptional circumstances provided by law (including the Privacy Act). You are also entitled to edit and correct such information if the information is inaccurate, out of date, incomplete, irrelevant or misleading.

If you would like access to or correct any records of Personal Information we have about you, you are able to access and update that information (subject to the above) by contacting us via the details set out at the top of this document.

10. Resolving Privacy Complaints

10.1 Complaints generally

We have put in place an effective mechanism and procedure to resolve privacy complaints. We will ensure that all complaints are dealt with in a reasonably appropriate timeframe so that any decision (if any decision is required to be made) is made expeditiously and in a manner that does not compromise the integrity or quality of any such decision.

10.2 Contacting Laminar Communications regarding complaints

If you have any concerns or complaints about the manner in which we have collected, used or disclosed and stored your Personal Information, please contact us:

Telephone: 1300 48 6373
Email: admin@laminar.co
Address: P.O. Box 3245, Hendra, QLD, 4011

10.3 Steps we take to resolve a complaint

In order to resolve a complaint, we:

- (a) will liaise with you to identify and define the nature and cause of the complaint;
- (b) may request that you provide the details of the complaint in writing;
- (c) will keep you informed of the likely time within which we will respond to your complaint; and
- (d) will inform you of the legislative basis (if any) of our decision in resolving such complaint.

10.4 Register of complaints

We will keep a record of the complaint and any action taken in a Register of Complaints.