



PRIVACY POLICY

OUR PHILOSOPHY

Innovative Design & Manufacturing Pty Ltd ACN 095 625 871 trading as Thompson Longhorn (we or us) are committed to protecting and respecting your privacy by handling all Personal Information securely and with care in accordance with the Australian Privacy Principles (the **APPs**) as set out in the *Privacy Act 1988* (Cth) (the **Act**). The APPs regulate the manner in which personal information is handled, from collection to use and disclosure, storage, accessibility and disposal.

This Privacy Policy explains how we collect, use and disclose your Personal Information and how to contact us if you have any further questions regarding our management of your personal information. Please read this policy carefully to ensure you understand our practices regarding the management of any personal information that you disclose to us.

WHAT IS PERSONAL INFORMATION?

'Personal Information' is any information or an opinion about you that identifies you or that could reasonably identify you. This could include information such as your name, position, company or business details, contact details, or date of birth.

WHAT INFORMATION DO WE COLLECT?

The Personal Information that you supply to us enables us to provide products or services to you. We only collect information that is reasonably necessary for the performance of our activities and functions so that we are able to provide you with the products and services you require.

The kind of Personal Information we collect and hold depends on the type of products or services you ask us to provide to you.

If you do not provide us with the information required we may be unable to provide you with your requested products or perform our services to maximise the value that we give.

HOW WE COLLECT AND HOLD PERSONAL INFORMATION

During the course of providing our products and services to you we will collect Personal Information from you by asking you verbally for that information or asking to you complete forms or documents necessary to enable us to provide you with the products and services you have requested from us.

Thompson Longhorn will take reasonable steps to store information in a secure manner, protected by a combination of physical and technical measures. Personal Information that we store in hard copy is stored securely within our business premises or in other secure premises. Personal Information that we store electronically is stored on our computer servers which are located within secure premises.

We will take all reasonable steps to protect the security of your Personal Information held by us. This includes appropriate technology to protect Personal Information stored electronically, as well as limiting the number of Thompson Longhorn personnel who have access to information stored in hard copy format.

All Personal Information we no longer require will be destroyed or permanently de-identified, however, information will be retained for as long as the law requires.

Despite our reasonable efforts, we cannot guarantee that the security of your Personal Information will not be breached, therefore, to the fullest extent permitted by law, we disclaim all liability any responsibility for any damage you may suffer due to any loss, unauthorised access, misuse or alteration of any information we collect.

THIRD PARTY PERSONAL INFORMATION

Occasionally, we may ask you for Personal Information about other people, for example, your business associates. If you provide us with this information, we rely on you to tell those people that you are giving their Personal Information to us and to make them aware of this Privacy Policy.

HOW WE USE YOUR PERSONAL INFORMATION

We may use your Personal Information for the following purposes:

- to confirm your identity;
- to contact you directly about Thompson Longhorn and our products and services;
- to share it with our related entities, subsidiaries or other specialist providers as required to perform functions on our behalf;
- for other purposes set out when your information is collected or in our terms and conditions;
- for disclosures required by law, regulation or court order;
- to provide you with products and services requested and to follow up or pursue any queries you make; and
- to conduct internal customer research.

This includes Thompson Longhorn using this information to communicate with you about our services, internal administration, direct marketing and planning purposes. We may also use your personal information for purposes related to those described above which would be reasonably expected by you.

We will not use your Personal Information for purposes other than described above unless we have your consent or there are specified law enforcement or public health and safety reasons (as permitted under the Act).

TRANSFER OF PERSONAL INFORMATION

Thompson Longhorn outsources certain business functions to other organisations. Your Personal Information may, as required from time to time, be disclosed or transferred to other organisations to allow them to assist Thompson Longhorn to provide you with services. Other entities that your Personal Information is usually disclosed to include:

- transport or freight operators;
- engineers; and/or
- subcontractors (including but not limited to concreters, yard builders and plumbers).

It is unlikely that Thompson Longhorn will disclose your personal information to overseas recipients. If Thompson Longhorn transfers your Personal Information outside Australia, we will comply with requirements of the Act that relate to transborder data flows. While we will not directly disclose your Personal Information to overseas recipients without your consent, the entities to which we may disclose your Personal Information may do so. We are unable to say what countries, if any, those recipients are likely to be located in.

CHANGES TO THIS PRIVACY POLICY

This Privacy Policy discloses our current privacy practices. From time to time and in line with client expectations and legislative changes, this Privacy Policy will be reviewed, and, if appropriate, updated at any time without notice.

ACCESSING PERSONAL INFORMATION WE HOLD

You can access personal information we hold about you. Please contact our Privacy Officer to access any Personal Information we hold about you.

HOW TO CHANGE ANY PERSONAL INFORMATION WE HOLD ABOUT YOU

We will take reasonable steps to ensure that any Personal Information we collect, use or disclose is relevant, accurate, complete and up to date. Please contact our Privacy Officer if you believe your Personal Information we hold is inaccurate or incomplete. We can then take reasonable steps to correct this information.

COMPLAINTS

If you have a complaint about the way we have dealt with your Personal Information we invite you to provide written details of your complaint to our Privacy Officer.

Our Privacy Officer will contact you within 14 days of the date we receive the written details of your complaint to acknowledge that we have received it. Our Privacy Officer will then:

1. review the way we dealt with your Personal Information;
2. conduct an internal investigation (if necessary) into how your Personal Information came to be handled in the way that it was; and
3. provide a report to you within one month of the date we acknowledged receipt of your complaint.

If you believe we have breached the APPs you may also lodge a complaint with the Office of the Australian Information Commissioner.

CONTACT US

Should you have any queries, complaints or comments about this Privacy Policy, please contact our Privacy Officer in writing by post or email at:

Post: Attn: The Privacy Officer
288 Inverramsay Road
GOOMBURRA QLD 4362

Email: info@thompsonlonghorn.com.au