



## **PRIVACY POLICY**

### **Who are we?**

This Privacy Policy applies to information that Laycon Group Pty Ltd (ACN 137 914 348) ATF Laycon Group Trust (ABN 75 499 455 213) (**Laycon**).

Any reference in this Privacy Policy to:

- **we, ours and us** in this Privacy Policy refers to Laycon;
- **you and yours** refer to the client purchasing any goods or services from Laycon; and
- **works** refers to any services supplied by Laycon to you pursuant to a quotation.

Laycon is committed to protecting your privacy and adheres to the Australian Privacy Principles set out in the Privacy Act 1988 (Cth). Laycon reserves the right to change this Privacy Policy from time to time.

This Privacy Policy outlines how we manage the collection, use, disclosure and storage of your personal information and sensitive information. Unless you give us explicit consent otherwise, we will act in accordance with this Privacy Policy in regard to our collection and use of your personal information.

### **What kind of personal information does Laycon collect?**

The types of personal information we may collect and retain depends on the nature of our interaction with you and may include:

- Corporate details, including but not limited to, ABN, ACN, registered business address and the names and addresses of company officers;
- Contact information such as your name, postal and email address and phone number;
- Payment details and preferences;
- Information you have provided to us by social networks or mobile applications when you access or engage with our website or any of our social media platforms; and
- Non personal information that does not reveal your identity, including your device ID, device type, geo-location information, computer and connection information, statistics on page views, traffic to and from the sites, ad data, IP address, standard web log information and cookies from your computer.

The information we collect about you will be referred to below as **Personal Information**.

### **How does Laycon you collect Personal information?**

We can collect your Personal Information in various ways, including when you:

- Email us and request a quotation;
- Visit our website;
- Visit our business premises; and
- Correspond or contact us in person or interact with us on any social media platforms.

Laycon may use cookies or other similar technologies to track and collect information about which parts of our website are visited by you. This information is used to recognise your computer when you visit our website, to maintain the quality of our services and personalise the information appearing on our website for you. If you

prefer that cookies are not stored on your hard drive you can configure your browser to disable cookies, however this may compromise your experience on our website.

### **How does Laycon protect the personal information it collects?**

Laycon is committed to keeping your Personal Information secure and protected from misuse, loss or unauthorised access or disclosure. While we take all reasonable measures to protect the Personal Information, we hold about you, we cannot guarantee the effectiveness of our data protection or security measures.

Generally, we only store your Personal Information electronically, however we may also store it in hard copy if necessary.

We only retain your financial information for the purposes of complying with any security request made by you in relation to a particular works and for Laycon records and project administration. Laycon may personally hold your financial information on file, or alternately it may be stored on a third-party platform that Laycon uses to process payments. Laycon does not accept any liability in respect of the storage of your financial or other information by any third-party provider.

We will retain your information for as long as permitted and required by law, after which time it will be removed from our systems or securely destroyed.

### **How does Laycon use the Personal Information it collects?**

Laycon may use your Personal Information in the following ways:

- To confirm your identity;
- To manage any quotations we may provide to you and invoices we may issue to you in relation to a scope of works;
- To provide you with accurate and relevant information about our goods and services;
- To liaise with you once works have commenced, including but not limited to in relation to progress payments and variations;
- To third party credit reporting agencies, debt collection agencies and regulators for the purposes of enforcing any payment terms or conducting internal due diligence;
- To provide you with instructions or guidance in relation to how to protect and treat concrete once it has been poured and Laycon's scope of works is complete;
- To publish a review or any feedback you provide or send to us on our website or social media platforms;
- To improve the performance of our website and the client experience;
- To gather information about our products, services and client demographics;
- To respond to any requests or complaints you make to us; and
- To disclose it to our auditors, advisers or any other parties to whom we are authorised or required by law to disclose your information to.

Laycon may also use your Personal Information for any other purpose which we state at the time of collection. You are responsible for ensuring that any Personal Information we have in relation to you is current, complete and accurate.

Please note, Laycon may publish photos of a particular works on its website however will not identify the site or you without obtaining your prior written consent.

### **Does the Laycon business premises use CCTV?**

There are CCTV cameras installed at the Laycon premises located at 2 Dempster Street, Ferntree Gully 3156 at reception and on the exterior of Laycon premises. Accordingly, please be aware that you may be captured on CCTV and your image stored. All CCTV footage is captured purely for your security and for the prevention and detection of crime and will never be published or otherwise be made available to any person, unless we are compelled to provide any footage to police or security providers.

**I have questions or an issue with how my Personal Information could be used by Laycon, how can I get in contact?**

You can request more specific information from Laycon about the Personal Information we hold about you, for what purposes it is being collected, held or used.

If you have any queries in relation to this Privacy Policy, or if you would like to request access to your Personal Information or have a complaint about a breach of your privacy, then please contact us at [lucy@laycongroup.com.au](mailto:lucy@laycongroup.com.au).

Your enquiry or complaint will be dealt with as soon as possible, but in any case, no later than seven (7) days. If we cannot resolve your complaint within fourteen (14) business days, we will contact you and let you know how long it will take to address your complaint.