

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 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 we will need to source personal information about you from a third party such as a government agency

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 Driver's License or other government identifier, financial information, and any other information that clients ask us to collect (or which they or we are required by law to collect).

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 Driver's License number or Passport 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. 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 identify 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. 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

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