

KARL STORZ ENDOSCOPY AUSTRALIA PTY LTD
ABN 34 125 927 826

PRIVACY POLICY

OUR COMMITMENT

We understand the importance placed on the privacy of your personal information. As such, we have implemented practices, procedures and systems that comply with our obligation under the *Privacy Act 1988* (The Privacy Act) and the Australian Privacy Principles (APP) contained in Schedule 1 of the Act.

We will aim to:

- (a) ensure our organisation complies with the APP and any such registered code that binds us; and
- (b) Implement practices, procedures and systems that enable our organisation to deal with inquiries or complaints from individuals about our organisations compliance with the APP or such registered code.

We will endeavour to be transparent in all our dealings with you and make you aware of the contents of this Privacy Policy before or as soon as reasonably practicable after collecting any personal information about you.

We will also ensure that this Privacy Policy is easy to read and understandable by you as well as kept up to date about the management of personal information by us.

We look forward to dealing with you.

INTEGRITY OF YOUR PERSONAL INFORMATION

We will take reasonable steps to:

- i. Ensure that the personal information that we collect is accurate, up to date and complete;
- ii. Ensure that the personal information we hold, use or disclose is, with regard to the relevant purpose, accurate, up to date, complete and relevant; and
- iii. Secure your personal information.

We will take reasonable steps to protect personal information from:

- i. Misuse, interference and loss; and
- ii. Unauthorised access, modification or disclosure

We will take reasonable steps to destroy or un-identify personal information that we hold if we no-longer need the information for the primary purpose for which the information was collected and we are not otherwise required by law to retain the information.

1. THE KINDS OF PERSONAL INFORMATION THAT OUR ENTITY COLLECTS AND HOLDS:

The nature and extent of personal information that we collect and hold varies depending on your particular interaction with us and the nature of our functions and activities.

Personal information that we collect, hold, use and disclose could include:

- Your name
- Position
- Date of birth
- Education details
- Australian business Number
- Preferred means of contact
- Current address
- Facsimile numbers
- Email address
- Business references
- Financial details about your business
- Employment records
- Telephone numbers
- Next of kin
- Tax file number
- Bank details
- Professional credentials

2. HOW DO WE COLLECT AND HOLD PERSONAL INFORMATION:

Collection of personal information

Where possible, we will collect personal information directly from you. We will collect information through various means, including interviews, appointments, forms and questionnaires (whether in hard copy or electronic format, including information submitted via our website or other electronic means). If you feel that the information that we are requesting, either on our forms or in our discussions with you, is not information that you wish to provide, please feel free to raise this with us.

In some situations we may also obtain personal information about you from a third party source. If we collect information about you in this way, we will take reasonable steps to contact you and ensure that you are aware of the purposes for which we are collecting your personal information and the organisations to which we may disclose your information, subject to any exceptions under the Privacy Act.

If we receive unsolicited personal information about you that we could not have collected in accordance with this Privacy Policy and the Privacy Act, we will within a reasonable period, destroy or un-identify such information received.

Our service provider may record details of visits to our website and when visiting our websites, your visit may be logged and the following information may be collected:

- Your server address, domain name and browser type;
- The date and time of your visit to the site;
- The pages accessed and the documents downloaded;
- The previous website visited;
- The links you followed from other sites to get to our site; and
- Your operating system.

The information listed above will only be used by us internally for statistical and research purposes.

Holding personal information

Personal information will be held by us will be stored on secure servers.

3. THE PURPOSE WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION:

We collect, hold, use and disclose personal information for the following purposes:

- i. For the purpose of delivering goods and services to you and providing you with information that you may require;
- ii. For managing our business functions and activities;
- iii. For marketing purposes

We will only use and disclose your personal information if we have your consent; or for purposes which are related to the purposes for which the information was collected in accordance with this Privacy Policy and the Privacy Act.

Unless otherwise provided by law, we will not use or disclose sensitive information without your consent.

Sensitive Information means information about an individual's:

- Racial or ethnic group
- Sexual preferences or practices
- Membership of a political association
- Philosophical beliefs
- Religious beliefs or affiliations
- Membership of a professional or trade association
- Political opinions
- Membership of a trade union
- Criminal record

Sensitive Information also includes health information and genetic information about an individual that is not otherwise health information.

4. WHETHER WE ARE LIKELY TO DISCLOSE PERSONAL INFORMATION TO OVERSEAS RECIPIENTS:

It is likely that we will disclose personal information to overseas recipients.

It is not practicable for us to specify the countries in which the overseas recipients are located.

5. HOW AN INDIVIDUAL MAY ACCESS PERSONAL INFORMATION ABOUT THE INDIVIDUAL THAT IS HELD BY US AND SEEK THE CORRECTION OF SUCH INFORMATION:

You have a right to access your personal information and seek correction of that information.

You can access your personal information and seek the correction of such information by sending us a request for access to or correction of personal information at the following address:

The Managing Director
KARL STORZ Endoscopy Australia Pty Ltd
ABN 34 125 927 826
PO BOX 50
Lane Cove, NSW 1595

Once a request is received in writing, we will take reasonable steps to correct the personal information to ensure that, having regard to the purpose for which it is held, it is accurate, up-to-date, complete, relevant and not misleading if:

- i. We are satisfied the information is inaccurate, out-of-date, incomplete, irrelevant or misleading, having regard to the purpose for which it is held;

If you make a request for access to or correction of personal information, we will:

- i. Respond to your request within a reasonable period; and
- ii. If it is reasonable and practicable, give access to or correct the information in the manner requested.

If we refuse a request to correct personal information, we will:

- i. Give you a written notice setting out the reasons for the refusal and how you may make a complaint;

We reserve the right to charge you reasonable expenses for providing access or making a correction to personal information, eg a fee for photocopying any information requested by you.

We are not obliged to allow access to your personal information if:

- a. We reasonably believe that giving access would pose a serious threat to the life, health or safety of an individual, or to public health or public safety;
- b. Giving access would have an unreasonable impact on the privacy of other individuals;
- c. The request for access is frivolous or vexatious;
- d. The information relates to existing or anticipated legal proceedings between you and us and would not ordinarily be accessible by the discovery process in such proceedings;
- e. Giving access would reveal our intentions in relation to negotiations with you in a way that would prejudice those negotiations;
- f. Giving access would be unlawful;
- g. Denying access is required or authorised by or under an Australian law or a court/tribunal order;
- h. We have reason to suspect that unlawful activity, or misconduct of a serious nature relating to our functions or activities has been or may be engaged in and giving access would be likely to prejudice the taking of appropriate action in relation to the matter;
- i. Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- j. Giving access would reveal internal evaluative information in connection with a commercially sensitive decision- making process.

6. HOW YOU CAN COMPLAIN ABOUT A BREACH OF THE APP, OR A REGISTERED APP CODE AND HOW WE WILL DEAL WITH SUCH A COMPLAINT:

If you would like to make a complaint about the way we collect, use, disclose, store or administer your personal information, or otherwise consider there may be a breach of the Privacy Act or the APP, you may lodge a complaint by email at: privacy@karlstorz.com.au or write to us at the following address:

The Managing Director
KARL STORZ Endoscopy Australia Pty Ltd
ABN 34 125 927 826
PO BOX 50
Lane Cove, NSW 1595

All complaints will be treated seriously and dealt with promptly. The complaints policy is our way of ensuring your privacy concerns are raised and addressed promptly.

You may also make a complaint directly to the Office of the Australian Information Commissioner (OAIC) online, by mail, fax or email. Please visit the OAIC website at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> for more information.

HOW TO CONTACT US

If you would like more information on privacy or have any questions in relation to this policy please contact:

The Managing Director
KARL STORZ Endoscopy Australia Pty Ltd
ABN 34 125 927 826
PO BOX 50
Lane Cove, NSW 1595