

# PERSONAL INFORMATION COLLECTION STATEMENT

## 1. OUTLINE

1.1 This *Personal information* Collection Statement, which is subject to the Privacy Act and our Privacy Policy, is intended to notify you about the collection of your *personal information* by us for the purpose of carrying on one or more of our functions as set out at clause 2. This *Personal information* Collection Statement covers all matters required to be covered under APP 5 in relation to the notification of the collection of your *personal information*.

## 2. PURPOSE

2.1 **Primary and Secondary Purposes.** We collect your *personal information* to lawfully carry out our functions and activities including to:

- a) process and deliver Goods and Services to you;
- b) provide you with information about the Goods and Services you requested or inquired about;
- c) personalise and customise your experiences with us;
- d) help us meet our warranty obligations;
- e) help us assess an application submitted by you or on your behalf in relation to your employment at Flagstaff;
- f) help us review, manage and enhance our Goods and Services and develop insights used in reports or other content developed by us;
- g) to assist us with subscriptions, webinars and workshops;
- h) communicate with you, including by email, mobile and in-application notifications;
- i) to process payments and administer your account, including to send you account related reminders;
- j) investigate any complaints about or made by you, or if we have reason to suspect you have breached any relevant terms; or
- k) as required or permitted by any law.

2.2 Further information about our purposes for collecting your *personal information* can be found in our Privacy Policy.

## 3. WHAT WE COLLECT

3.1 *Personal information* we collect about you may include identification information such as your name, address, email address, phone number(s), financial and payment information and such other information necessary or convenient for delivering our Goods and Services. We also may collect additional information as part of our collection of Identity, Contact, Financial, Transaction, Technical, Marketing and Communications, Client and Profile information used for the Primary and Secondary Purposes.

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3.2 We typically only collect *personal information* about you from you. However, if we collect *personal information* about you from someone other than you, and it would not be reasonable for you to expect us to have collected that *personal information*, we will take reasonable steps to ensure that you are made aware that we have collected the relevant *personal information*.

3.3 We will only collect, store, use or disclose your sensitive information with your consent.

## 4. FAILURE TO COLLECT INFORMATION

4.1 **Consequences.** If you do not provide us with the *personal information* we request, or if that information is incomplete or inaccurate, we may not be able to provide our Goods and Services to you.

## 5. DISCLOSURE

5.1 **How we disclose.** We may disclose *personal information* and you consent to us disclosing such *personal information* to:

- a) third parties engaged by us to perform functions or provide Goods and Services on our behalf;
- b) relevant regulatory bodies in the industry in which we or you operate;
- c) our professional advisors, including our accountants, auditors and lawyers;
- d) persons authorised by you to receive information held by us, including to those individuals that you authorise us to provide information to via our Website;
- e) a government authority, law enforcement agency, pursuant to a court order or as otherwise required by law; or
- f) a party to a transaction involving the sale of our business or its assets.

## 6. PRIVACY POLICY

6.1 Our Privacy Policy contains further details concerning:

- a) information that we collect and the reasons for its collection;
- b) overseas disclosure of your *personal information*;
- c) how you may access and correct the *personal information* we hold about you;
- d) if you are a citizen of, or are located within, the European Union at the time at which we collect your Personal Data, compliance by us with the GDPR; and
- e) how you may lodge a complaint about a breach of the APPs, and how we will deal with such a complaint.

6.2 A copy of Flagstaff’s Privacy Policy can be located on Flagstaff’s website ([www.flagstaffgroup.com.au](http://www.flagstaffgroup.com.au)). When the website opens, select the ‘NDIS Programs’ tab then select the ‘Policy Documents’ page.

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Reviewed & Authorised for Use By:	Executive Manager People & Culture				
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## PERSONAL INFORMATION COLLECTION STATEMENT

### 7. CONTACT

7.1 Please forward all correspondence in respect of this *Personal information* Collection Statement to:

Privacy Officer  
The Flagstaff Group Ltd  
254 Nolan Street  
Unanderra  
New South Wales 2526  
Australia  
P: +61 2 4272 0222  
E: info@flagstaffgroup.com.au

### 8. INTERPRETATION + DEFINITIONS

8.1 Personal pronouns: Except where the context otherwise provides or requires:

- (a) the terms **we**, **us** or **our** refers to **The Flagstaff Group** Ltd trading as The Flagstaff Group (ABN 53 000 551 575) of 254 Nolan St, Unanderra, New South Wales 2526; and
- (b) the terms **you** or **your** refers to a user of our Website and/or a customer to whom we provide the Goods and Services.

8.2 Terms italicised and defined in the Privacy Act have the meaning given to them in the Privacy Act.

8.3 **Defined terms:** In this *Personal information* Collection Statement unless otherwise provided, the following terms shall have their meaning as specified:

**APPs** means any of the Australian Privacy Principles set out in Schedule 1 of the Privacy Act.

**Client information** has the meaning given to that term in our Privacy Policy.

**Contact information** has the meaning given to that term in our Privacy Policy.

**Financial information** has the meaning given to that term in our Privacy Policy.

**GDPR** means *Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27th, 2016* (most commonly referred to as the General Data Protection Regulation or GDPR).

**Goods** means Fine Food frozen meals, Flagstaff's Box of Destruction, coffee, heavy duty toolbags and safety equipment, metal tags, promotional merchandise, printed marketing and sales collateral, printed commercial operations/projection collateral, a range of rural fencing goods and carpet tiles and any other goods we may offer from time to time on our Website.

**Identity information** has the meaning given to that term in our Privacy Policy.

**Marketing and Communications information** has the meaning given to that term in our Privacy Policy.

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**Personal Data** (as defined under Article 4 of the GDPR) means any information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

**Personal information Collection Statement** means this *personal information* collection statement.

**Primary and Secondary Purposes** means any of the primary and secondary purposes listed at clause 2.1.

**Privacy Act** means the *Privacy Act 1988* (Cth) as amended from time to time.

**Privacy Policy** means our privacy policy as amended from time to time.

**Profile information** has the meaning given to that term in our Privacy Policy.

**Services** means commercial laundry, glove laundering, print, mail and digital agency services, paper and cardboard recycling, frozen meals and industrial services including commercial cleaning and garden maintenance, NDIS funded supports and/or services and any other services provided from time to time.

**Technical** has the meaning given to that term in our Privacy Policy.

**Transaction information** has the meaning given to that term in our Privacy Policy.

**Website** means:

- (a) <https://www.flagstaffgroup.com.au>;
- (b) <https://www.flagstafffinefoods.com.au>;
- (c) <https://did.org.au/>;
- (d) <https://disabilitysafety.com.au/>; and

any other websites established and used by us from time to time.