



Luina Bio Pty Ltd (ACN ACN 074 656 509) (**Luina Bio**) is committed to protecting the privacy of individuals and their personal information and complies with the *Privacy Act 1988* (Cth) (**Privacy Act**).

Please read this carefully as it will have important consequences for you in relation to the collection, use and disclosure of your personal information you provide to Luina Bio.

You understand that:

1. Luina Bio is the party who is collecting your personal information and can be contacted at complaints@luinabio.com.au or alternatively you can write to us at 2806 Ipswich Road, Darra, QLD 4076 AUSTRALIA.
2. Luina Bio will collect your personal information directly from you. In certain circumstances, Luina Bio may be required to collect personal information from third parties, depending on the nature of your enquiry.
3. The purpose of Luina Bio collecting your personal information is:
 - (a) process any enquiry you may have and provide you with information in relation to your enquiry, including without limitation, contacting you regarding any enquiries submitted via the “Contact Us” page of the Luina Bio website;
 - (b) to provide customer service functions, including handling customer enquiries and complaints;
 - (c) to provide you with our products and services to you; and
 - (d) to offer you updates, discounts, or other content or products and services that may be of interest to you and to provide you with direct marketing communications from us or our related entities and associates (using direct mail, telemarketing, email, SMS and MMS messages),and you acknowledge and agree to your personal information being collected and used for, and in connection with, these purposes and any other purpose described in our Privacy Policy.
4. If we do not collect this personal information in connection with the purposes in paragraph 3, then:
 - (a) Luina Bio will be unable to provide you with customer services, process your enquiry or complaint, or supply you with information; and
 - (b) we will be unable to send you direct marketing communications (unless you have consented to such communications through your other dealings with Luina Bio).
5. Your personal information being disclosed to the following classes of people and organisations in connection with the purposes in paragraph 3:
 - (a) Luina Bio, its personnel and related entities;
 - (b) third party service providers including without limitation marketing service providers, IT service providers, contractors and sales consultants and other parties who assist us in providing our products and services to you;
 - (c) third parties connected with the sales and after sales process including, ecommerce services and financial institutions; and
 - (d) any other organisation as expressly covered in our Privacy Policy.
6. It is possible that some of the information collected via any sales enquiry may be disclosed to Luina Bio's related body corporate or service providers outside of Australia. You **consent** to your information being disclosed to a destination outside Australia for this purpose, including but not limited to the United States of America, New Zealand, Ireland, the European Union and South Korea and you understand and acknowledge that Australian Privacy Principle 8.1 will not apply to such disclosures of your personal information.
7. Luina Bio's Privacy Policy sets out the process as to how you can access and correct any of your personal information collected under this form as well as to how you can make a complaint if Luina Bio has breached the Privacy Act in the handling of your personal information. Luina Bio's Privacy Policy is available at <https://luinabio.com.au/privacy-policy/> or can be otherwise provided by requesting a copy from Luina Bio.

By continuing with your sales enquiry you indicate that you have read this collection notification and acknowledge that your personal information will be collected, used and disclosed in accordance with this collection notice and as otherwise detailed in Luina Bio's Privacy Policy and, to the extent it is necessary, that you give your **voluntary**

Privacy Collection Statement – General Enquiries



express consent to Luina Bio collecting, using, storing, disclosing and disposing of your personal information in this manner.