



WE STAND READY.



Privacy Policy & Data Collection Notice

Privacy Policy

This Privacy Policy applies to Vibrant Service Pty Ltd ACN 161 262 540 (and its related bodies corporate (as that term is defined in the Corporations Act 2001 (Cth)) (Vibrant Services, we, us, our) when it collects personal information about you.

We have developed this Privacy Policy to inform you of how we manage the personal information that we collect about you.

By providing personal information to us, you are taken to have read this Privacy Policy, and consent to the collection, use disclosure and handling of your personal information in accordance with this Privacy Policy.

1 Collection of personal information

Personal information has the meaning given to that term in the Privacy Act and includes information or an opinion (whether true or not) about an identified individual, or an individual who is reasonably identifiable.

In general, Vibrant Services collects personal information about its clients, prospective clients, contractors, suppliers, prospective employees and candidates, and employees of its contractors, corporate clients and suppliers.

In the course of providing you with products and services, we collect personal information in a variety of ways. Unless it is unreasonable or impracticable to do so, we collect your personal information from you directly.

We may collect personal information about you when you:

- enquire about our services or engage our business to provide services or products to you or your business;
- or your employer becomes a corporate client, contractor or supplier of Vibrant Services;
- engage with our business and its employees in the course of receiving products or services from us;
- ask to be placed on one of our mailing lists;
- supply products or services to us;
- apply to work with Vibrant Services;
- attend a conference, event or trade show that we attend or at which we are a sponsor or exhibitor;
- visit or interact with us through our website and social media channels (including LinkedIn, Facebook, YouTube and Instagram);
- participate in online social media polls (including on LinkedIn); and
- participate in customer surveys issued by or on behalf of Vibrant Services.



Vibrant Services may also collect information from public record and third parties. For example, if you are an employee of a corporate client, contractor or supplier, we may also collect your personal information from your colleagues or employer. We may collect personal information about prospective clients via social media activity, our sales, marketing or lead generation activities and via third parties from whom we acquire lists of potential prospective clients.

2 Personal information we collect

We aim to collect personal information only if it is reasonably necessary to providing the service, product or information you have requested from us.

In general, you can assume that we may collect the following personal information about you:

- name;
- address;
- email address;
- telephone number and other contact details; and
- details about you and your business to assist in managing our relationship with you.

If you are a:

- prospective employee or candidate of Vibrant Services, we may also collect information about you such as your skills, qualifications, licences, accreditations, right to work in Australia (including visa type if applicable) and your employment history. We may also collect other types of your personal information such as references and employment objectives during the course of dealing with you, for example if you are considered for a particular employment position;
- contractor, we may also collect information about your master licence details, insurance, HR/recruitment/payroll/IR details, training and qualifications, WHS, business affiliations, legal and regulatory compliance; and
- supplier, we may also collect details about the business that you represent.

3 Cookies

Vibrant Services may collect information about you using cookies and analytics to track activity, including when you visit our website or engage with our social media channels (including LinkedIn, Facebook and YouTube). We use a sales and marketing automation tool which will track and utilise the following:

- tracking on our website (including details captured from our “Contact Us” page, other online marketing / sales forms, online customer surveys);



- cookies used on our website;
- social media tracking across our Facebook, LinkedIn, YouTube channels;
- search engine optimisation (SEO) tracking; and
- Google Ads tracking.

The information collected through cookies and analytics will be used to automate marketing and sales activities in respect of existing, new or prospective clients or connections (including users already in our database, when you interact with our social media pages).

4 Use of personal information

We collect personal information primarily to:

- provide you with the products, services and information that you request from us;
- contact you in connection with the provision of products and services, and manage our relationship with you or your business;
- provide you with information about Vibrant Services' products and services;
- provide industry related information for educational purposes such as industry reports, case studies or articles;
- suggest Vibrant Services' products and services to you; and
- otherwise manage our relationship with you.

If it is reasonable to expect that we would use or disclose your personal information for purposes which are related to the above primary purposes, we may also use or disclose your personal information:

- to provide client support, including by assisting you with enquiries or complaints;
- to develop and improve the services, products and communications we provide, as well as our customer service and relationships;
- in connection with the provision of our services, for billing, communications or account management purposes; and
- to comply with our legal obligations (including to comply with any law or any lawful request of a law enforcement agency or government authority), resolve any disputes that we may have with any of our customers, and enforce our agreements with third parties (such as your employer).



4.1 Direct Marketing

We may use your name, job title, email address, telephone number, address and information about your industry and interactions and enquiries with us for direct marketing purposes. Where possible, we will provide you with a choice to opt-out of any of our marketing communications. We will respect your request to decline to receive these marketing communications.

5 Disclosure of personal information

We may disclose your personal information to:

- external providers of services that we may use to operate our business and manage our business systems (for example, this may include IT service providers, consultants, sales, marketing and CRM service providers (including Hubspot) and payment processing services and other professional service providers as required from time to time);
- our professional advisors and agents;
- if you are an employee of one of Vibrant Services' corporate clients, contractors or suppliers, Vibrant Services may also disclose your personal information to your employer;
- if you are a contractor, supplier or business partner, we may disclose your personal information to clients or potential clients; and
- if you are a client, we may disclose your personal information to our contractors, suppliers and business partners that help us deliver services to you.

We may disclose your personal information to these third parties so that they can assist us with providing the best possible service to you.

Those third parties will be permitted to access only the personal information they need to deliver the service to Vibrant Services or to you.

We are not likely to disclose information to overseas recipients unless it is with your consent, or the disclosure is required or authorised by law.

The privacy and collection practices of entities to which we disclose personal information are governed by their own privacy policies and collection notices.

We will not otherwise disclose information about you unless:

- the disclosure is required or authorised by law; or
- you have consented to our disclosing the information about you.



6 Security of personal information

We take reasonable steps to ensure your personal information that we collect and hold is protected and secure. We take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed.

7 Access to personal information

You may request access to your personal information held by Vibrant Services by contacting our Privacy Officer. We may ask to verify your identity and for more information about your request. Where we are legally permitted to do so, we may refuse your request, give you reasons for doing so and inform you how you may complain about that refusal.

You may also request that Vibrant Services stops using your information including contacting you and we will comply with your request.

8 Employee records

The handling of personal information by private sector employers, including the Company, is exempt from the Privacy Act 1988 (Cth) if the personal information relates directly to a current or former employment relationship between the Company and an individual and is part of an employee record relating to that individual.

An employee record is a record of personal information relating to the employment of the employee. Examples include but are not limited to health information and personal information about the employee's engagement, terms and conditions of employment, training, performance/conduct (including discipline) and termination.

Accordingly, whilst this Privacy Policy does not apply to employee records, we will comply with the Fair Work Act 2009 (Cth) and Fair Work Regulations 2009 (Cth) regarding making, maintaining, providing access to and correcting applicable employee records.

We comply with the Privacy Act 1988 (Cth) in respect of the collection of all personal information including health information (including your COVID-19 vaccination status or a medical certificate given by a medical practitioner) about employees. We only collect personal information that is reasonably necessary for our functions and activities and will only do so either with your consent or as otherwise required by law.

The primary purpose for collecting your personal information is to administer your employment, salary and entitlements, maintain your employee record, for the provision of associated services, and to meet our legislative requirements. In connection with your health information, we may also use this information to comply with the requirements of



the Public Health and Wellbeing Act 2008 (Vic), the Occupational Health and Safety Act 2004 (Vic) and to otherwise manage or prevent COVID-19 in the workplace.

9 Correction of information

We aim to ensure that your personal information is accurate, complete, and up to date. To assist us in this, you need to provide true, accurate, current, and complete information about yourself as requested and properly update the information to us to keep it true, accurate, current, and complete.

If you find that personal information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, you can ask us to correct it by contacting our Privacy Officer.

We will correct your personal information unless there is a lawful reason for refusing your request for access or correction. If we refuse your request we will give you a written notice explaining our reasons for that refusal and how you may complain about that refusal.

Where you request your personal information to be updated and there is a dispute about the facts, we will make a note on your personal information of such dispute.

10 Change in control of Vibrant Services

If we sell or otherwise transfer part or the whole of Vibrant Services or our business to another entity (including in the course of a transaction like a sale, merger or acquisition or as part of a dissolution, liquidation, administration, receivership or other form of insolvency), you agree that your personal information that is collected by Vibrant Services may be disclosed to a third party, prospective buyer, transferee or insolvency practitioner and that this is reasonable to enable that party to continue or manage the business.

11 Changes to this Privacy Policy

Vibrant Services reserves the right to make amendments to this Privacy Policy at any time for any reason. We will publish any updated Privacy Policy on our website www.vibrantservices.com.au/privacypolicy

12 Complaints

If you have a complaint about our collection, use or disclosure of your personal information, or you wish to make a complaint about a breach of the APPs, please contact our Privacy Officer at the details set out below.

In your complaint, please set out the details of your complaint and your contact details.



You can also make a complaint to the Office of the Australian Information Commissioner. Further information is available at www.oaic.gov.au.

13 Contacting us

If you have any questions about this Privacy Policy or our privacy practices, would like to make a complaint or request access to or correction of your personal information, please contact us by any of the following means.

Our contact details in respect of any issues in relation to privacy are:

Vibrant Services Privacy Officer

Level 7, 350 Collins Street

Melbourne, Victoria, 3000

Email: info@vibrantservices.com.au

Phone: 1300 884 786



Data Collection Notice

This Collection Notice applies to Vibrant Services Pty Ltd ACN 161 262 540 (and its related bodies corporate (as that term is defined in the Corporations Act 2001 (Cth)) (Vibrant Services, we, us, our) when we collect personal information about you.

You are under no obligation to provide us with your personal information, but if you don't, we may not be able to provide you with the information you have requested, or any of our services or products. By providing your personal information to us, you consent to the collection, use, storage and disclosure of that information as described in our Privacy Policy available at www.vibrantservices.com.au/privacypolicy (Privacy Policy) and this Collection Notice.

In some circumstances we may collect personal information about you from a third party. Those third parties and the circumstances in which we collect your personal information from third parties is set out in our Privacy Policy.

1 Purpose of Collection

We collect your personal information primarily to:

- provide you with the products, services and information that you request from us;
- contact you in connection with the provision of products and services, and manage our relationship with you or your business;
- provide you with information about Vibrant Services' products and services;
- provide industry related information for educational purposes such as industry reports, case studies or articles;
- suggest Vibrant Services' products and services to you;
- otherwise manage our relationship with you,

and for purposes otherwise set out in our Privacy Policy.

2 Sharing of your personal information

The information you provide may be disclosed to third parties that we may use to operate our business and help us provide our products and services to you (including IT service providers, consultants, shipping, sales, marketing and CRM service providers (including Hubspot), payment processing services and email marketing service providers, and other professional service providers as required from time to time), and to other third parties that are described in our Privacy Policy.

We may disclose your personal information to these third parties so that they can assist us with providing the best possible service to you.

We are not likely to disclose information to overseas recipients unless with your consent, or the disclosure is required or authorised by law.



3 Privacy Policy

Our Privacy Policy contains information about how you may access the personal information that we hold about you, seek correction of such information if you believe it to be incorrect and how you may complain about a breach of Vibrant Services' privacy obligations and how we will deal with such a complaint.

4 Contact Us

Our contact details in respect of any issues in relation to privacy are:

Vibrant Services Privacy Officer

Level 7, 350 Collins Street

Melbourne, Victoria, 3000

Email: info@vibrantservices.com.au

Phone: 1300 884 786

