

Privacy Policy



Privacy policy

Last updated: 29th April 2021

1. Preliminary

- 1.1 The website at <http://lup.events/> is operated by Ematter Technologies Pty Ltd ACN 093 085 977 trading as Lüp.
- 1.2 This privacy policy sets out how we deal with personal information.

2. Definitions

- 2.1 In this privacy policy:

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

Services means any services we have agreed to provide to you.

We, our or **us** means Ematter Technologies Pty Ltd ACN 093 085 977 trading as Lüp.

You means the individual about who we are collecting Information.

3. Collection of your personal information

3.1 Anonymity and pseudonymity

Due to the nature of the services we provide, it is impractical for us to deal with you without knowing your full name. When you register for our services, you are required to use truthful and accurate information and you will not have the option to use a pseudonym.

3.2 Personal information

We usually collect personal information (but not sensitive information) from you for the following purposes:

- (a) The primary purpose of providing the services to you (**primary purpose**).
- (b) Any purpose secondary to the primary purpose.
- (c) For the purpose of providing the personal information to the event organiser.
- (d) Direct marketing by us.
- (e) Direct marketing by the third parties listed below, if you opt-in to receive direct marketing from that third party using the opt-in method listed below:

Type of third party	Opt-in method
Organiser	By ticking a tick-box on our website agreeing to be contacted by that organiser. OR Answering questions from that organiser at any of our points-of-sale or registration spots.

	<p>OR</p> <p>Entering a competition sponsored by that organiser.</p>
Sponsor	<p>By ticking a tick-box on our website agreeing to be contacted by that sponsor.</p> <p>OR</p> <p>Answering questions from that sponsor at any of our points-of-sale or registration spots.</p> <p>OR</p> <p>Entering a competition sponsored by that sponsor.</p>
Exhibitor	<p>By allowing an exhibitor at an event to scan any code on a ticket issued by us.</p>

3.3 Sensitive information

- (a) We do not collect sensitive information.
- (b) "Sensitive information" means:

information or an opinion about an individual's:

- (i) racial or ethnic origin; or
- (ii) political opinions; or
- (iii) membership of a political association; or
- (iv) religious beliefs or affiliations; or
- (v) philosophical beliefs; or
- (vi) membership of a professional or trade association; or
- (vii) membership of a trade union; or
- (viii) sexual orientation or practices; or
- (ix) criminal record;

that is also personal information; or

- (x) health information about an individual; or
- (xi) genetic information about an individual that is not otherwise health information; or
- (xii) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or
- (xiii) biometric templates.

3.4 Unsolicited information

- (a) If we receive personal information that we did not solicit, we will, within a reasonable period after receiving the information, determine whether or not we could have lawfully collected the information had we solicited it.
- (b) If we determined that we could have lawfully collected the information had we solicited it, we will deal with that information in accordance with this privacy policy. If, however, we determine that we could not have lawfully collected the information had we solicited it, then we will destroy or de-identify that information as soon as practicable, where it is lawful and reasonable to do so.

4. Contact tracing

We will collect, use and store your contact details for contact tracing purposes relating to the COVID-19 pandemic. If a government agency requests your contact details for contact tracing purposes, we will disclose that information to that government agency.

5. Direct marketing

If you opt-in, we may use or disclose your personal information for the purpose of direct marketing by us or third parties.

6. Disclosure to overseas recipients

- (a) Sometimes we contract with a third party to perform services on our behalf. When we do that, we will only provide those third parties with such information about you as they need to perform those services.
- (b) Sometimes the third party is located overseas. The territories in which our third party service providers are located are listed here. That list may change from time to time and we will update that information.
- (c) By providing your personal information to us, or to the third party with whom we contract, you:
 - (i) consent to the transfer of that information to our third party service providers who are located outside Australia; and
 - (ii) agree that we will not be required to take any steps to ensure that the overseas recipient does not breach the Australian Privacy Principles in relation to your personal information.
- (d) Such third party service providers may store and process information provided by you on servers located outside Australia. Countries include Singapore and the United States of America.

7. Business transfers

As we continue to develop our business, we might buy or sell subsidiaries, or business units, or there may be a change in control in our company if the shareholders of our company sell all or part of their shares to a third party. In such transactions, customer information generally is one of the transferred business assets. By accepting this privacy policy, you consent to your personal information being transferred in any of the previously mentioned transactions or like transactions, and in the case of a buyer being located overseas, you consent to us transferring your personal information to that overseas party.

8. Storage and security of personal information

8.1 We will take reasonable steps to protect personal information that we hold from:

- (a) misuse, interference and loss; and
- (b) unauthorised access, modification or disclosure.

8.2 We will destroy or de-identify personal information when we no longer need it and we are not required by law or a court / tribunal order to retain it.

9. Accessing and correcting your personal information

If you ask, in most cases we will give you access to the personal information that we hold about you, and take reasonable steps to correct it if we consider it is incorrect.

10. How to make a complaint

You can complain to us in writing about how we have handled your personal information. We will respond to the complaint within 30 days.

11. How to contact us

You can contact us at:

Email: help@lup.events

Post: GPO Box 647, Brisbane QLD 4001