

Privacy Policy

LPEC (through our website <https://www.lpec.com.au>) is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

What Personal Information might we collect?

Personal information is information or an opinion that identifies an individual or from which an individual's identity can reasonably be ascertained. During the provision of our services, we may collect your personal information. When you use our website, we may collect statistical information relating to your use of this website, including: your server address; your IP address; your top level domain name (for example .com, .uk etc); the pages you accessed and documents downloaded; the website you visited immediately prior to accessing this website; your navigation patterns; and the type of browser you are using. Depending on your use of our website, we may collect further personal information. The kinds of personal information that we may also collect include your name, address, e-mail address and telephone numbers.

How do we collect Personal Information?

Where reasonable and practicable to do so, we will collect your Personal Information only from you, such as by requesting that you provide your personal information when you fill out our contact form or other similar document or submit information to us via our website. There may be other occasions when we collect your personal information from you or from other sources, such as from a publicly maintained record or from an information services provider.

Why do we need your personal information?

We collect your personal information for the purposes of: conducting marketing and promotional activities; providing you with access to our website and other related services; responding to queries and feedback you submit to us; administer contests or competitions which we conduct from time to time; facilitating our internal business operations; for planning, research, product development and customisation; providing you with information about our products or services that may be of interest to you; accounting, billing and other administrative purposes; and any other legal requirements which we must comply with. You are under no obligation to provide your personal information to us. However, without receiving certain information from you, we may not be able to provide our services to you.

Who do we disclose your Personal Information to?

We disclose your personal information for the purpose for which we collect it or where you have consented to us disclosing this information. The types of organisations to which we may disclose the personal information you provide us with include: any third-party service provider which we may engage to provide administration, process payments (including PayPal), technology, auditing, mailing, printing or other services, including website administration services; Government authorities where required to by law; and our professional advisers (including legal and accounting firms, auditors, consultants and other advisers).

Security of your Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Can you access or update the Personal Information that we hold about you?

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us at liv@lpec.com.au.

LPEC will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information depending on the complexity of the retrieval process.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

How to Contact Us

For further information or enquiries regarding your personal information, please contact us at liv@lpec.com.au.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at liv@lpec.com.au.