



# REWARDS CARD

## IMPORTANT PRIVACY NOTICE



### **This Privacy Notice is provided by;**

- Lowes Pty Ltd ABN 31 000 307 666 ("Lowes"); This Privacy Notice contains important information about the collection, use and disclosure of personal information by Lowes Group. Where personal information is collected, used and disclosed for the same purposes by Lowes Group, the word "we" or "us" is used. Where personal information is treated differently, the organisation is identified separately.

By completing the Application Form, you acknowledge and consent to all of the matters set out in this Privacy Notice, including the collection, use and disclosure of your personal information by Lowes Group and other parties as described. What personal information is collected:

Generally, we collect:

- Information provided in, and during the course of, your application;
- Transactional information when you shop at a Lowes store such as, but not limited to, the store(s) you shopped at, when you shopped, your purchases and method of payment;
- Information about your participation in the relevant card loyalty program;
- Information you may provide from time to time through contact with Lowes call centres;
- Information you provide when registering or using, your card on our websites;
- Information held by a service provider (for example, a loyalty program operator, a customer service organisation such as a call centre and others described below under "Who your personal information may be shared with").

### **Why personal information is collected, used and disclosed;**

We collect, use and disclose personal information for a number of purposes, including:

- To perform administrative tasks and manage business operations related to any associated loyalty program, including dispute resolution;
- To provide any associated loyalty program;
- To promote and provide benefits associated with the card and discounts to which you are entitled;
- To promote and provide products, services and offers (including special promotions, events, product launches and other special offers and discounts through various communication channels) of the Lowes Group (although, for this purpose, your personal information will only be disclosed to related companies and to service providers as described in this Important Privacy Notice);
- For planning, product and service development, marketing and research purposes;
- To comply with legislative and regulatory requirements;

Members of the Lowes Group may also collect, use and disclose your personal information:

- To provide your personal information to Lowes for the purposes set out in this Privacy Notice; and
- If this personal information about you is not provided to us, it may result in the Lowes Group being unable to provide benefits associated with the Lowes Rewards.

### **Who your personal information may be shared with;**

To perform activities for any of the purposes set out in this Privacy Notice, we may share your personal information with:

- service providers such as customer service organisations, call centres, data analysts, professional advisers, auditors, organisations providing services and rewards relevant to any associated loyalty program, delivery companies, card manufacturers, mailing organisations; and
- other organisations as required or authorised by law, for example, to government or regulatory bodies for the prevention or detection of unlawful activities.

### **Lowes may also share your personal information with;**

- Members of the Lowes Group;
- Program partners for any loyalty program associated with your card, and
- Business partners from time to time for analysis and research purposes and in the development of products and services and promotional offers.

### **Members of the Lowes Group may also share your personal information with;** **Safeguarding personal information.**

Lowes Group will take reasonable steps to protect personal information about you that they hold and transmit, from misuse and loss and from unauthorised access, modification and disclosure.

### **Access to personal information and further information;**

You may contact the Lowes Group to ascertain the identity of each member of the Group and to request access to or to update your personal information held by the Lowes Group by:

- Contacting Lowes at 242 Princes Highway, Arncliffe, NSW 2205. Attention: Privacy Officer;
- or calling 02 95621155

The Privacy Policy for the Lowes Group is available at [www.Lowes.com.au](http://www.Lowes.com.au)

### **Direct marketing opt-out;**

If you do not want to receive direct marketing information from LOWES, please call the LOWES Customer Service Centre on 1300 156 937 or email [Customercare@Lowes.com.au](mailto:Customercare@Lowes.com.au)