

## INFORMATION COLLECTION NOTICE

In this Information Collection Notice “Luxottica”, “we”, “our”, “us” refers to Luxottica Retail Australia Pty Ltd (ACN 000 025 758), a subsidiary of Luxottica Group S.p.A., its related parties and its affiliates, individually and collectively.

By agreeing to this Information Collection Notice, you are consenting to the terms contained herein.

### **1. Purposes for which personal information is collected and used**

Luxottica will collect and use your personal information data for the execution of the services offered to you through this platform. The personal information we collect for this purpose is limited to your biometric data.

Luxottica will use your personal information to make eyewear suggestions and / or a virtual try on experience via its platforms.

### **2. Nature of the provision of personal data and consequences of any refusal**

The provision of your personal information for the aforementioned purposes is voluntary. However, any failure to provide them, will make it impossible to access and enjoy the services.

### **3. Third parties and data transfer**

Personal information provided or collected will be processed by properly trained personnel.

Luxottica may also request its service providers to perform some data processing operations on its behalf, according to the instructions provided by the same and in line with this Information Collection Notice.

Personal information submitted by you may be transferred to countries outside of Australia and may be stored and/or processed in countries including the United States of America, New Zealand, Italy, India, China and/or France for the purposes described in this Information Collection Notice, including storage purposes.

### **4. Retention**

Your personal information is stored only temporarily and once it is no longer needed for any purposes and we are not required by law to retain it, we take reasonable steps to destroy or permanently de-identify it. We may also anonymize and store some anonymised information for statistics and other business improvement purposes.

### **5. Complaint**

If you believe that your privacy has been breached, please contact our customer service department by email on [customer.care@luxottica.com.au](mailto:customer.care@luxottica.com.au). Please provide details of the incident so that we can investigate it.

We request that complaints about breaches of privacy be made in writing, so we can be sure about the details of the

complaint. We will attempt to confirm as appropriate and necessary with you your understanding of the conduct relevant to the complaint and what you expect as an outcome. We will investigate your complaint and will advise you of the outcome of our investigations in writing.

If you are not satisfied with our response, or how we resolve a complaint that you have raised, you should be aware that , if in Australia, you may contact the Australian privacy regulatory authority, the Office of the Australian Information Commissioner ("OAIC"). Current contact details for the OAIC are available on the OAIC's website at [www.oaic.gov.au](http://www.oaic.gov.au).

## **6. Contact**

You can contact us with any queries relating to our privacy practices via:

Email: [customer.care@luxottica.com.au](mailto:customer.care@luxottica.com.au)

Phone: 1800 556 926

## **7. Privacy Policy**

In addition to the terms of this Information Collection Notice, you also acknowledge and agree to our privacy policy, which is available here: <https://www.opsm.com.au/privacy-policy>