

# PRIVACY COLLECTION NOTICE

Companies of the CLHGroup respect your privacy and are committed to protecting it. Companies of the CLHGroup's Privacy Policy can be accessed on our website [here](#) or by visiting [www.collectionhouse.com.au](http://www.collectionhouse.com.au).

Your personal information will be collected by companies of the CLHGroup which include:

- Collection House Limited Pty Ltd
- Lion Finance Pty Ltd
- CLH Business Services Pty Ltd
- CLH Lawyers
- Collective Learning and Development Pty Ltd
- Midstate CreditCollect Pty Ltd
- Safe Horizons Pty Ltd
- ThinkMe Finance Pty Ltd

Our contact details are:

**Email:** resolutions@collectionhouse.com.au  
**Phone:** 1800 173 355  
**Fax:** (07) 3831 6655  
**Mail:** Resolutions Team  
Collection House Limited  
PO Box 2247  
Fortitude Valley BC QLD 4006

## HOW COMPANIES OF THE CLHGROUP COLLECT YOUR PERSONAL INFORMATION

### DIRECTLY

CLHGroup companies collect your personal information directly from you or your authorised representative, your creditors or potential creditors, credit reporting bodies, other third parties (such as your employer or information providers).

### INDIRECTLY

CLHGroup companies collect your personal information from you indirectly through emails, telephone conversations, other organisations, and through the use of the services and facilities available on the CLHGroup companies' website and social media channels (including LinkedIn, Facebook and Twitter).

If companies of the CLHGroup are having difficulty locating or contacting you, CLHGroup companies may make discrete enquiries with third parties.

## WHY COMPANIES OF THE CLHGROUP COLLECT YOUR PERSONAL INFORMATION

CLHGroup companies collect information for purposes associated with recovering debt and assisting you with financial solutions. If companies of the CLHGroup do not collect information about you, CLHGroup companies may be unable to assist you with a solution to your financial circumstances.

## DISCLOSING YOUR PERSONAL INFORMATION

Companies of the CLHGroup may disclose information to credit providers, service providers (such as lawyers, commercial agents and technology providers), CLHGroup companies related companies, credit reporting bodies, other third parties (such as your employer) or where required at law. More information is available in CLHGroup companies' Privacy Policy.

Companies of the CLHGroup Privacy Policy contains information about accessing or seeking a correction to your personal information, as well as making a complaint.

Most (if not all) organisations will disclose information to overseas recipients at some point. Companies of the CLHGroup take the necessary steps to protect your personal information when it is disclosed overseas. CLHGroup companies may disclose your personal information to our overseas subsidiaries in New Zealand and the Philippines. CLHGroup companies may disclose your personal information to our contractors or service providers in overseas countries including the United States, New Zealand and the Philippines. If



companies of the CLHGroup have reason to believe that an individual is located overseas, CLHGroup companies may disclose their personal information to CLHGroup companies' overseas agent in that country.