

ALICIA XIBERRAS INTERIORS PRIVACY POLICY

THIS POLICY

Alicia Xiberras Interiors Pty Ltd (ABN 14 634 060 549) respects your privacy and is committed to complying with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) (Privacy Act).

This privacy policy sets out how we collect, use, store and disclose your personal information. We may modify this policy from time to time by publishing a revised version on our website.

HOW DO WE COLLECT INFORMATION?

The main way we collect personal information about you is when you give it to us. For example, we may collect personal information from you when:

- you enquire about our products or services, whether over the phone, in person at our office, or via our website at www.aliciaxiberrasinteriors.com.au
- you interact with our social media accounts;
- you make an appointment to meet with us;
- you order products or services from us;
- you apply for a job with us; and
- we have other business dealings with you – for example as a tradesperson on one of our projects, as a supplier to us, or in relation to a transaction.

In some circumstances we may collect information about you from third parties, such as your employer or authorised representative, or from a publicly available record.

WHAT INFORMATION DO WE COLLECT?

The types of information we may collect from you include:

- general personal or business details such as your name, job title, contact number, address and email address;
- your financial or billing information (such as billing address, bank account and payment information);
- if you apply for a job with us, information about your employment history, and relevant records or checks from any recruitment consultant or from your previous employers, universities and others who may be able to assist us in our decision as to whether to make you an offer of employment; and
- if you have a job with us, relevant information to manage our payroll (including your taxation and superannuation details).

WHY DO WE COLLECT, AND HOW DO WE USE AND DISCLOSE YOUR PERSONAL INFORMATION?

We may use your personal information to:

- provide our goods and services to you;
- communicate with you;
- conduct, monitor and analyse our business and internal operations;
- identify and develop new products and services you may be interested in;
- send you marketing emails, event details and new product or service offerings - but if you do not want to receive marketing emails from us, you can always unsubscribe;
- comply with applicable laws;
- protect, exercise or defend our legal rights; and
- process and respond to your requests, enquiries or complaints.

WHEN AND TO WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION?

We may disclose your information:

- to tradespeople involved in your projects;
- to our service providers, agents and contractors from time to time that provide services to us and/or help us to provide and market our services to you;
- to specific third parties authorised by you to receive information held by us;
- to other persons, including government agencies, regulatory bodies and law enforcement agencies; and
- as otherwise required or authorised by law;

For example, we may share your personal information with financial, customer relationship management, and direct marketing software providers such as Xero and Workflow Max.

Some of these parties may receive or store your information overseas.

USING OUR WEBSITE

Analytics

We may use analytic tools to collect data about your interaction with our website. These tools may be hosted by us or third parties. The sole purpose of collecting your data in this way is to improve your experience when using our site. The types of data we may collect with these tools include:

- your device's IP address;
- device screen size;
- device type, operating system and browser information;
- geographic location;
- referring domain and out link if applicable;
- search terms and pages visited; and
- date and time when website pages were accessed.

Cookies

We may make use of cookies and other similar tracking technologies on our website. Cookies are small data files transferred onto computers or devices by websites for record-keeping purposes and to enhance functionality on the website.

Most browsers allow you to choose whether to accept cookies or not. If you do not wish to have cookies placed on your computer, please set your browser preferences to reject all cookies before accessing our website.

HOW DO WE STORE AND KEEP YOUR INFORMATION SECURE?

We may hold your personal information in either electronic or hard copy form. We use a variety of physical and electronic security measures to keep your personal information secure from misuse, interference, loss or unauthorised use or disclosure. For example, we restrict physical access to our offices, employ firewalls and secure databases, password protect our IT systems and frequently update our anti-virus software.

However, we cannot guarantee the security of your personal information. The internet is not a secure environment. If you do use the Internet to send us any information, including your email address, bank or credit card details, please be aware that it will be sent at your own risk.

Our websites and electronic newsletters may also contain links to other websites operated by third parties (including payment processors). We are not responsible for the privacy practices or the content of those linked websites.

ACCESSING OR CORRECTING YOUR PERSONAL INFORMATION

You have rights under the Privacy Act to:

- request access to your personal information;
- ask us to update or correct any information that is inaccurate, incomplete or outdated; and
- opt-out of receiving direct marketing communications from us.

You can do any of these things by contacting us using the details set out below.

MAKING A COMPLAINT

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the details set out below.

We will respond to your complaint within 30 days.

CONTACT US:

You can contact us by:

Email – enquiries@aliciaxiberrasinteriors.com.au