

Woodrow Kilns Pty Ltd – Privacy Policy

1 Introduction

References to “Woodrow Kilns” in this Privacy Policy includes Woodrow Kilns Pty Ltd ABN 64 086 103 415, and any related entities (as defined pursuant to the *Corporations Act 2001* (Cth)). Woodrow Kilns designs, manufactures and sells (wholesale and retail) kilns and related accessories in Australia (**Services**).

This privacy policy applies to use of the website www.kilns.com.au (**Website**) and Services including by any individual who accesses or uses the Services or Website in any capacity or who deals with us in any other manner, including whether as a prospective customer, supplier, prospective employee, authorised representatives of a customer or of us or a third party.

Woodrow Kilns (also referred to as “we”, “our” and “us”) is committed to protecting your privacy and personal information when you use our services or our website.

The purpose of this Privacy Policy is to explain how and why we collect, hold, use and disclose your personal information to assist us in carrying on our business. By providing us with your personal information, you consent to us holding, using and disclosing it as set out in this Privacy Policy. We will comply with obligations under the *Privacy Act 1988* (Cth) (**Privacy Act**) (including the Australian Privacy Principles (**APPs**) and the *Privacy (Credit Reporting) Code 2014* (**CR Code**)).

We may update this Privacy Policy from time to time and changes will take effect when published on our website. You should periodically view our website to stay up to date with the current terms of this Privacy Policy.

This version of the Privacy Policy was last updated on 14 March 2022.

2 Collection and Use of Personal Information

2.1 What is “Personal Information”

The Privacy Act currently defines “personal information” as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

If information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as “personal information” and will not be subject to this privacy policy.

2.2 Information We Collect

We collect information from you at several different points during your interaction with us including during the use of or access to the Services or Website. Such information personally identifies you and may include your full name, address (current and future), phone number, mobile number, email address, identification documents or information, company name, trading name, ABN, payment information (including credit card or bank details), products and services that your business offers, google reviews, usernames and passwords, interest areas and other preferences. We may collect additional personal information from time to time.

We do not generally collect sensitive information about you, unless it is voluntarily provided to Woodrow Kilns in the course of us carrying out our Services.

2.3 Consent to Collection and Use

By using the Website and Services, providing information to us via any medium (including engaging with us through any social media channel), or entering into an arrangement or other agreement with us, you are consenting to the collection and use of your personal information in accordance with this Privacy Policy.

You consent to us collecting sensitive information which you provide to us voluntarily.

2.4 Why We May Collect, Hold, Use and Disclose Personal Information

Woodrow Kilns may collect, hold, use and disclose personal information about you (in whole or in part, and in identifiable and non-identifiable formats) to provide and improve the quality of the Woodrow Kilns Website and Services. Our collection, holding, use and disclosure of your personal information will depend on our relationship with you, the circumstances of collection and the type of Services you request, but may include the following:

- (a) to perform and manage our business functions or activities, including providing our products or Services to you, and any service that is ancillary or necessary to provide the Services such as administration, management, verification and auditing of Services and our business, customer engagement, complaints handling, dispute resolution, product and Services improvement and development and Service support,;
- (b) for account management and to manage invoicing and payment systems and services;
- (c) to inform and conduct marketing activities including to promote any other products or services, unless you tell us not to; and
- (d) to maintain our records and comply with our legal obligations.

We may also collect, hold, use and disclose your personal information for other reasons where the law allows or requires us to do so.

2.5 How We Collect Personal Information

The main ways we collect personal information are:

- (a) Direct input from you, including the collection of financial information.
- (b) If you access or register with our Website or engage with us via social networking services, including by the use of cookies, which may track what you view on our Website and also other websites that you visit.
- (c) If you subscribe to any of our mailing lists or newsletters.
- (d) In connection with the supply of Services.
- (e) If you request us to provide you with information regarding Woodrow Kilns Services. This may include online, email, SMS and telephone enquiries.
- (f) Third parties we may engage to assist us in provision of services, marketing and advertising. These third parties may use cookies and other technologies to obtain information about your preferences when you access online platforms or websites other than our Website. Your preferences collected in this manner may be disclosed to us. These third parties may include service providers that may provide market leads or marketing services to us and online platforms such as Google and Facebook and credit reporting bodies, law enforcement agencies and government agencies to verify identity and/or assess credit worthiness.

We may also obtain your personal information from our affiliates or advertising partners, clients, contractors, customers and other third parties, marketing websites, any other websites accessible via our Website that we consider helps us to deliver or advertise our Services, understand online activity and collect information that we consider important to managing the quality or content of the Services that we deliver.

3 Disclosure of personal information

3.1 Disclosure of personal information to third parties

We may disclose your personal information to third parties as a part of providing the Woodrow Kilns Services, including:

- (a) to credit reporting bodies and providers;
- (b) to industry participants, service providers and/or consumers to enable to provision of the Services;
- (c) to any contractors or third parties we engage to assist with the provision of the Woodrow Kilns Services;
- (d) for the purposes of identification and authentication to enable you to access Services;
- (e) to marketing, advertising and promotions services providers and event organisers in connection with our marketing, advertising or events;
- (f) to service providers of other administrative or operational services to Woodrow Kilns, such as market research companies, IT service providers, utility companies, payment processors and debt collectors;
- (g) to law enforcement or government agencies or other third parties, if permitted or required by law; and/or
- (h) otherwise with your consent.

In some cases Woodrow Kilns will impose contractual restrictions equivalent to those imposed on Woodrow Kilns under the Privacy Act in respect of collection and use of personal information by those third parties. In some cases, Woodrow Kilns' ability to impose contractual restrictions is limited. In those circumstances, Woodrow Kilns will carefully consider the risks to the protection of personal information when entering into arrangements with third parties.

In the event of a data breach likely to cause serious harm involving your personal information, we will notify you in accordance with our Notifiable Data Breaches scheme obligations under Part IIIC of the Privacy Act.

3.2 Cross-border disclosure of personal information

Some of Woodrow Kilns' third party contractors may be located overseas or perform services overseas and as a result your personal information may be disclosed to a third party in a foreign country.

Under the Privacy Act, we must take reasonable steps, before personal information is disclosed to an overseas recipient, to ensure that the overseas recipient does not breach Australian privacy laws in relation to that information (the **Obligation**).

The Obligation does not apply if you consent to disclosure of your personal information to an overseas recipient.

By supplying personal information to us you consent to the disclosure of your personal information to an overseas recipient and agree that the Obligation does not apply.

4 Accessing your personal information

You have the right to request access to personal information that is held by Woodrow Kilns about you.

You also have the right to request the correction of any of your personal information that Woodrow Kilns holds. We will take reasonable steps to make appropriate corrections to personal information so that it is accurate, complete and up-to-date.

To seek access to, or correction of, your personal information please contact Woodrow Kilns as follows:

By email to our Privacy Officer:

privacy@kilns.com.au

By phone:

(02) 9066 8666

Woodrow Kilns also welcomes any comments on its Privacy Policy to assist with the evaluation of its effectiveness. Comments will be handled confidentially.

5 Use of your personal information to contact you

We will never knowingly send you unsolicited commercial electronic messages. More information on the *Spam Act 2003* (Cth) is available from the regulator's website: www.acma.gov.au/spam.

We may use information that we know about your likes and interests to tell you about Woodrow Kilns services. We may know about your likes and interests because you have provided that information.

6 Opting out

If you decide that you do not want to be contacted by Woodrow Kilns please contact us (details at clause 4 above). You may also opt out of receiving communications by following the unsubscribe function on any Woodrow Kilns communications.

We will use reasonable endeavours to remove your name from the mailing lists within a reasonable period of receiving your request.

7 Storage and protection of your personal information

Woodrow Kilns stores personal information electronically on servers hosted by our service providers. Woodrow Kilns has implemented appropriate physical, electronic and managerial security procedures in order to protect personal information from loss, misuse, alteration or destruction. Woodrow Kilns regularly reviews security and encryption technologies and will strive to protect information to the fullest extent possible.

Due to the nature of the internet, Woodrow Kilns cannot give any warranties as to the security of any personal information transmitted by you to Woodrow Kilns over the internet, or that personal information will not be accessed by unauthorised persons.

We encourage you to be vigilant about the protection of your own personal information when using any digital services.

8 Linked Sites

Our website may contain links to other sites. We are not responsible for the privacy practices or the content of such web sites. We encourage you to read the privacy statements of any linked sites as their privacy policy may differ from ours.

9 Personal Information About Other People

If you give us personal information about any other person in relation to or in connection with the provision of our Services:

- (a) we are entitled to assume that you have sought their consent to the disclosure of such personal information to us; and

- (b) we will collect, hold, use and disclose their personal information in accordance with this Privacy Policy.

10 Notification of Changes

We reserve the right to amend this privacy policy at any time in accordance with the law. Notice of any amendment will be posted on our Website. If at any time we decide to use personal information in a manner different to that stated at the time it was collected, we will notify you by way of email (or as otherwise directed by you). You will have a choice as to whether or not we use your information in this different manner. We will only use information in accordance with the privacy policy under which the information was collected.

11 Complaints

If you wish to make a complaint about Woodrow Kilns' handling of your personal information, you should first make a complaint in writing to Woodrow Kilns. Woodrow Kilns will handle your complaint seriously and confidentially and will provide you with a response in a reasonable time period (usually 30 days). If Woodrow Kilns is unable to resolve your complaint, or you are not satisfied with the response, you may seek to have the matter resolved through mediation.

12 National Privacy Commissioner

If you are not satisfied with the way in which we handle your enquiry or complaint, or you wish to make a complaint about any perceived breach by Woodrow Kilns of the APPs you can contact the Office of the relevant Privacy Commissioner on:

Tel 1300 363 992 or email: privacy@privacy.gov.au.