

Privacy Policy

Patch and Match Wall Repairs

Last Modified: 7 May 2019

In this Privacy Policy "Patch and Match", "Patch+Match", "we", "us" or "our" means Patch and Match Wall Repairs registered in Australia (ABN: 89 744 206 128). We value and are committed to respecting your privacy. This Privacy Policy explains how we collect, use, store and disclose your personal information and the choices you have. This Privacy Policy applies to visitors to www.patchandmatch.com.au website (the "Website") and to our online customers. By visiting or using our website, and/or by providing personal information to us, you agree to this Privacy Policy. We may change our Privacy Policy from time to time by publishing changes to it on our website. We recommend that you check our website periodically to review this policy for any changes.

This Privacy Policy does not apply to information about you collected by our affiliates or third party websites that may post links or advertisements on or otherwise be accessible from the Website. The information collected by these affiliates or third party websites is subject to their own privacy policies.

Personal information includes information or an opinion about an individual that is reasonably identifiable e.g. your gender, postcode and contact details. It may also include financial information, including credit card information.

INFORMATION WE COLLECT

We may collect the following types of personal information:

- your name, age, date of birth and address;
- email address and personal websites;
- telephone number and other contact details;
- credit card and/or banking information
- previous history

This information can be obtained and held by Patch+Match, depending on your interaction with us. An interaction may be in person, via telephone, filling out a form, in writing or by submitting information to our website.

To manage our website and to improve our business, we may also automatically collect the following information:

- your device ID, device type, your computer's operating system;
- your computer's browser capabilities;
- your computer's Internet Protocol (IP) address and geolocation;
- statistics on web pages visited, traffic to and from other sites;
- statistics on web page usage, including dates you accessed and used our website;
- details of services we have provided to you, or you have enquired about;
- details of search terms used or information downloaded;
- cookies from your computer for collection of information described in this policy; and
- a range of other non-personal information e.g. server load in order to optimise our website and user experience/customer service.

CREDIT AND PAYMENT CARD INFORMATION

Patch+Match uses third party payment processors National Australia Bank (NAB) to process payments made for our services via our mobile EFTPOS facility. The mobile facility is equipped to accept credit and debit card payments in addition to contactless payments via secure chip technology software. Information collected in relation to the use of this mobile EFTPOS facility is subject to NAB's own privacy policies. More information can be found at www.nab.com.au/common/privacy-policy

USE OF YOUR PERSONAL INFORMATION FOR DIRECT MARKETING

We may send you direct marketing communications and information. This may take the form of emails, SMS, mail or other forms of communication, in accordance with the Spam Act and Privacy Act. You may opt out of receiving marketing materials from us by contacting us using the details set out below or by using the opt out facilities provided e.g. an 'unsubscribe' link.

WHY WE COLLECT, USE AND DISCLOSE PERSONAL INFORMATION

Generally we may collect, hold, use and disclose your personal information for the following purposes:

- to enable you to access and use our website;
- to provide services requested by you;
- to send you information about other services that may be of interest to you;
- to conduct research and analytics and for advertising/marketing;
- to administer promotional activities or events managed by us; and
- any other related activity

We may also disclose your personal information to some third parties including (but not limited to):

- third party suppliers and service providers (including providers for the operation of our website);
- payment systems operators (e.g. card payment processors);
- our existing business partners or partners;
- anyone to whom our assets or business (or part of them) are transferred;
- specific third parties authorised by you to receive information held by us; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law

By providing such information to Patch+Match through an interaction and/or engaging our services, you consent to your personal information being used and disclosed within the parameters of this Privacy Policy.

USING OUR WEBSITE AND COOKIES

When you use and access our website we may collect personal information about you. Your browsing information will not be used to identify you personally, but certain information about your use of our website may be recorded e.g. which pages you visit and the time and date of your visit.

We may also use 'cookies' and files that are similar to cookies on our website to help track your website usage and remember your preferences. Cookies are small files that store information on your computer, mobile phone or other device. They help us to distinguish you from other users of our website and the entity that placed the cookie on your device to recognise you across different websites, services and/or browsing sessions. You can disable cookies through your internet browser but some cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies, services you have asked for, may not work for you as intended and/or cannot be provided.

We may also use cookies to enable us to collect data that may include personal information. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

WHERE WE STORE DATA

Patch+Match transfers, processes and stores data about you on third party servers located in a number of countries including Asia, United States of America and Europe. Your personal information may therefore be transferred to, processed and stored in a country different from your country of residence, and be subject to privacy laws that are different from those in your country of residence. Please contact us if you are concerned about this or require further information. By using the website and providing us with your personal information, you are consenting to the transfer, processing and storage of your personal information in countries outside of your country of residence.

LINKS TO THIRD PARTY PRODUCTS AND SERVICES

Our website may contain links to websites operated by third parties and may present an opportunity to purchase third party products or services. These products and services are offered and supplied by independent companies. If you click on one of the presented offers, you will be redirected to the site of the third party, and any information you provide in response to the offer will be governed by the privacy and other policies of that third party. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on those linked websites. We do not guarantee the security of your personal information when using such third party sites or that the operator of such third party sites will comply with applicable data protection laws and regulations. We have no control over or rights in those linked websites, so we encourage individuals to carefully read the privacy policies that apply to those websites before using them.

WEBSITE SECURITY

We maintain physical, electronic, and procedural safeguards reasonably necessary to ensure the protection of your personal information against loss, misuse, disclosure and alteration.

However, the transmission of information via the internet is not completely secure and although we will do our best to protect your personal information, we cannot guarantee the security of your data. Any transmission of data to our website is at your own risk.

ACCESSING OR CORRECTING YOUR PERSONAL INFORMATION

You may access your personal information that we hold about you by contacting us at email address: office@patchandmatch.com.au. Any information held is done so in accordance with the Privacy Act and access or denial of access is provided on that basis. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is incorrect, incomplete or out of date, please contact us in order to update your information and our records. We will take reasonable steps to ensure that your information is kept up to date.

MAKING A COMPLAINT

If you think that 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 via email: office@patchandmatch.com.au. Please include your name, telephone number and a clear description of your complaint.

Patch+Match takes privacy complaints very seriously and will acknowledge your email and respond within 10 working days to let you know who is responsible for managing your complaint. We will try to resolve your complaint within a reasonable period of time. If you think that we haven't resolved the complaint satisfactorily, we will provide you with information about the further steps you can take including (but not limited to), access to an external dispute resolution service.

OUR CONTACT DETAILS

Where you need to contact Patch+Match, either pursuant to this Privacy Policy or for a general enquiry please;

- email us at: office@patchandmatch.com.au
- call us on: 1800 560 774 or
- write to us at:

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Williamstown
Victoria 3016
Australia