

Privacy Policy

Patch and Match Wall Repairs Pty Ltd ABN 74 620 080 122

Last Modified: 6 July 2017

In this Privacy Policy "Patch and Match", "Patch+Match", "we", "us" or "our" means Patch and Match Wall Repairs Pty Ltd ABN 74 720 080 122. 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. The Privacy Policy applies to all forms of information, physical and digital, whether collected or stored electronically or in hardcopy. 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.

If, at any time, you provide personal or other information about someone other than yourself, you warrant that you have that person's consent to provide such information for the purpose specified.

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

DO WE USE 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 2003* (Cth) and *Privacy Act 1988* (Cth). 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 DO 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 and not limited to 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.

You acknowledge that we are not responsible for the privacy or security practices of any third party (including third parties that we are permitted to disclose your personal information to in accordance with this policy or any applicable laws). The collection and use of your information by such third parties may be subject to separate privacy and security policies.

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 we have a dispute regarding your personal information, we both must first attempt to resolve the issue directly between us.

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.

If we become aware of any unauthorised access to your personal information we will inform you at the earliest practical opportunity once we have established what was accessed and how it was accessed.

ADDITIONS TO THIS POLICY

We may do things in addition to what is stated in this Privacy Policy to comply with the Australian Privacy Principles, and nothing in this Privacy Policy shall deem us to have not complied with the Australian Privacy Principles.

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 931 705 or
- write to us at:

Patch and Match Wall Repairs
PO Box 2006
Spotswood, Victoria 3015, Australia