

Privacy Policy

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1. We respect your privacy

Smarter Renovations by Design respects your right to privacy and this policy sets out how we collect and treat your personal information.

“Personal information” is the information we hold which is identifiable as being about you.

2. What personal information we collect

We may collect the following types of personal information from you:

- Name
- Address
- Phone numbers
- Fax numbers
- Email address
- Information about the good and services you have ordered
- Information from enquirers you have made
- Communication between you and us
- Credit card information

3. How we collect your personal information

We collect personal information from you in a variety of ways, including:

- When you interact with us electronically or in person
- When you access our website
- When we provide our goods and services to you

4. Use of your personal information

We use your information to provide our goods and services to you. We also use it to improve our goods and services and to notify you of opportunities that we think you might be interested in.

We do not provide your information to third parties, except that we may provide your information to our business partners who assist us in the provision of our goods and services to you.

5. Security of your personal information

We take reasonable steps to protect your personal information. However we are not liable for any unauthorized access to this information.

6. Access to your personal information

You can access and update your personal information by contacting us on projects@smarterrenovations.com.au

7. Complaints about this privacy

If you have any complaints about our privacy practices, please send in details of your complaints to projects@smarterrenovations.com.au

We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

8. Changes

Please be aware that we may change this privacy policy in the future. The revised versions will be attached onto our website, so please check back from time to time.

9. Website

When you visit our website we may collect certain information this is governed by our website privacy policies available on our website www.smarterrenovations.com.au

10. Privacy policy

The following documents sets forth the privacy policy for Smarter Renovations by Design website, www.smarterrenovations.com.au

Smarter Renovations by Design is committed to providing you with the best possible customer service experience. Smarter Renovations by Design is bound by the privacy act 1988, which sets out a number of principles concerning the privacy of individuals

• *Collection of your personal information*

There are many aspect of the site which can be viewed without providing personal information, however, for access future Smarter Renovations by Design customer support features you are required to submit personal identifiable information. This may include but not limited to a unique username and password, or provide sensitive information in the recovery of your lost password.

• *Sharing of your personal information*

We may occasionally hire other companies to provide goods and services on our behalf, including but not limited to handling customer support enquirers, processing transaction or customer freight shipping. Those companies will be permitted to obtain only the personal information they need to deliver the goods and services. Smarter Renovations by Design takes reasonable steps to ensure that these organizations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

- *Use of your personal information*

For each visitor to reach the site, we expressly collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personal content to you while you are at this site.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will use for these new purposes only, data collected from the time of the policy change forward will adhere to our updated practices.

- *Cookies*

As is very common for companies, we use cookies on our website. Cookies are very small files, which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. We use cookies to improve the experience of people using our website.

- *Third party sites*

Our site has links to other websites not owned or controlled by us. We are not responsible for these sites or the consequences of you going on to those sites.

- *Change to this privacy policy*

Smarter Renovations by Design reserves the rights to make amendments to this privacy policy at any time. If you have objection to the privacy policy, you should not access or use the site.

- *Accessing your personal information*

You have your own rights to access your personal, subject to exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. Smarter Renovations by Design reserves the right to charge a fee for searching for, and providing access to, your information on a per request basis.

- *Contacting us*

Smarter Renovations by Design welcomes your comments regarding this privacy policy. If you have any questions about this privacy policy and would like further information, please contact us by any of the following means during business hours Monday to Friday.

Smarter Renovations by Design

P:1300 168 729

E:projects@smarterrenovations.com.au

