

QUEENSLAND FLOORING CENTRE PRIVACY AGREEMENT

At Queensland Flooring Centre our Privacy Commitment is to comply with all relevant legislation and with “Australian Privacy Principles”.

We will only collect information which is given directly you and not a third party.

We will retain your personal information for the sole use of Queensland Flooring Centre and its contractors and not release it to any third party without your permission.

We will only use or disclose information about you with your permission and within your expectations or if required in the public interest.

Wherever possible we will let you see the information we hold about you and amend or correct any information should you request it.

Personal information could be collected from you in the following ways:

- Our website enquiry form collects and sends your personal information direct to a Queensland Flooring Centre employee but only if you choose to enter the information and send.
- In-store we may collect your personal details and store in a secure filing system or computer filing systems. We only collect this information with your permission for the purpose of a future follow up or in-house appointment.

We may hold your personal information in either electronic or hard copy.

If you provide information to us electronically, this information may be retained in our computer systems. This includes computer software programs, internet servers and electronic mailing systems.

If you provide information to us in hard copy (paper) this information is normally retained in our filing cabinets

To protect your information, we adopt multiple measures to ensure your personal information is protected from misuse, loss or wrongful disclosure.

Purpose of collecting your information

- To provide you with products and services that you have requested.
- To communicate with you for the following reasons: discuss about our products and services, special offers, and events which might interest you.
- To create orders, transaction records, agreements for the sale of products or services, accounts, tax invoices or receipts.
- provide your personal information to third parties that assist us in providing products and services you have requested.
- to consider and respond to complaints made by you. With your permission, we may need to disclose your information to our suppliers for the purpose of

organising site visits to rectify the complaint or replace the product. We are not responsible for suppliers use of your information. Before agreeing for us to pass on your information, to recommend you read the suppliers privacy policy.

- to comply with laws or regulations or to comply with any directions given by regulators or authorities.
- If you have applied for a position in our shop(s), to assess your suitability for a position at Queensland Flooring Centre. We may contact any references you have provided, and it is your responsibility to have notified them of our contact before applying for a position.
- carry out administration, marketing, planning deliveries and installations, product and service development, quality control and research to improve the way Queensland Flooring Centre provide products and services to you;

Disclosure of your personal information

Your personal information may be disclosed in connection with any Purpose to any of the following:

- Our employees, contractors or suppliers, to the extent reasonably necessary to fulfil our obligations to you. This may include internet service providers, IT systems administrators, couriers, and payment processors.
- Suppliers, installers and other third parties with whom we have commercial relationships, for business, product claims and related purposes.
- If required by law, to any person authorised by such law. This may include the police service, ambulance service, or government departments.
- Our business advisors, lawyers, accountants to the extent reasonably required;

Your personal information will not be shared, sold or disclosed to anybody who is not disclosed in this privacy agreement.

Direct Marketing

Queensland Flooring Centre may send you direct marketing communications and information about products and services offered by us or our retail brands, partners or suppliers via email, telephone or mobile text.

If you have indicated a preference for a method of communication, we will make our best efforts to use that method unless this method proves to be ineffective.

You may opt out of receiving marketing communications simply by reply email, letter or referring directly to an employee or manager of Queensland Flooring Centre.

We do not provide your personal information to any other organisations for the purposes of direct marketing.

Correction of your personal information

If you would like us to update or amend your personal information, please contact us and we will make the requested amendments.

We may ask you to verify your identity to ensure that personal information we hold is not improperly accessed.

How you may access your information

You may access your personal information held by Queensland Flooring Centre using the following details:

Email: sales@qldflooringcentre.com.au

Phone: (07) 5358 0266

Mail: Queensland Flooring Centre

37 Caloundra Road, Caloundra West QLD 4551

Complaints

If you feel your privacy has been breached, please contact us using the contact information above setting out the circumstances and reasons for your complaint.

Our team members will acknowledge receipt of your complaint within 24 hours, and will normally respond to your request within 7 business days. If your complaint is complicated or requires further investigation our response may take additional time to finalise.

We will respond to you by your preferred contact method if you have indicated one.