



INTERIOR DESIGN + PROPERTY STYLING  
+ CONSULTING

## PRIVACY POLICY

This document outlines East Coast Collective's (ABN: 20257599727) ("ECC") policy regarding its handling of the personal information ECC collects about individuals, EastCoastCo.com.au website visitors, customers and potential customers.

East Coast Collective is bound by the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) ('PAEPP Act'). The 13 Australian Privacy Principles set out in the Privacy Act and the PAEPP Act regulate the collection, use, storage and disclosure of personal information, including sensitive information, by Australian businesses and by some government agencies. We respect your rights to privacy under the Privacy Act and we comply with all the Privacy Act's requirements with respect to the collection and management of personal information.

ECC has adopted this Privacy Policy to ensure that standards are in place to protect any and all of the personal or sensitive information that is collected about individuals, including personal information that is necessary and related to providing the services that ECC offers to you, as well as information that is necessary and related to maintaining our standard day-to-day business operation.

### **Collection of personal information**

There are many aspects of EastCoastCo.com.au that can be viewed without providing personal information, however, ECC may need to collect and store personal information about you, to enable us to help navigate your needs with our service options. This information may come from personal information that you, or your representative enter into our website, on-line forms; provided to us in person; by phone; by written form; by email, or other means.

This may include information about your:

- Name
- Address
- Contact details such as email address, postal address and phone contacts
- Date of birth
- Drivers licence number
- Real estate agent
- Credit card details
- Bank guarantee details
- Access details about your Property

If you choose not to provide your personal information, it may limit our ability to do business with you and provide the service required.

Examples of when we might collect your personal information include, but are not limited to, when you, or your representative:

- Contact us for information or a quote
- When you complete an agreement with us for the supply of furniture, or a service, or any other agreement
- Apply for a job
- Purchase goods from us, or supply goods to us
- Enter a promotion or competition
- Subscribe to a mailing list
- Attend an event
- Provide feedback, or complete a survey

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ABN: 20257599727 - 0468 556 531 - [chris@eastcoastco.com.au](mailto:chris@eastcoastco.com.au) - [www.eastcoastco.com.au](http://www.eastcoastco.com.au) - @east.coast.co

### **How your personal information might be used**

ECC collects and uses personal information for the purposes it was provided to us; related purposes, or as permitted or required by law. When providing your personal information, you consent to the use of this information by ECC for –

- the purposes of the agreed services, supply and delivery of goods
- communication for the purposes of customer relations and warranties and general goods purchased from us
- to send occasional marketing and promotional material, including but not limited to, invitations to events, special offers, feedback and company bulletins. If you would like to discontinue this service, you can contact us to unsubscribe and be removed from our distribution list.

For each site visitor, we expressly collect 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 information is only used internally for the purpose of assessing visitor traffic, trends and delivering personalised content to you while you are on the ECC site.

### **Disclosure and/or sharing of your personal information**

Your personal information may be disclosed to any of our employees, officers, insurers, professional advisers, agents, suppliers, contractors or subcontractors, as necessary for the completion of the services set out in this policy and is only supplied to a third party when it is required for the delivery of the service.

We may be required to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding, or in response to a law enforcement agency request.

We may also use your personal information to protect the legal rights, property, safety, trademark, or copyright of ECC, its customers, or third parties.

Collected information may be stored, processed in or transferred between parties located in countries outside Australia.

If there is a change of control and/or sale of our business or business assets, we reserve the right to transfer to the extent permissible by law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith, and where required by any of the above circumstances.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding the handling of your personal information, but you acknowledge that we will not be liable to you for any breach of the Australian Privacy Principles by these parties.

Our websites may link to third party websites that are not owned or operated by ECC. We are not responsible for the content on, and the privacy statements pertaining to these external sites. You should read the Privacy Policy of these third party sites to find out how they handle your personal information.

### **Cookies**

A Cookie is a small piece of text sent to your browser by a website you visit. It helps the website to remember information about your visit, like your preferred language and other settings. We use

Cookies to recognise you each time you check out our sites and to track which pages you visit, whilst on our site.

Cookies are pieces of information that a website transfers to your computer for record keeping purposes. They do not personally identify you, but they do identify your unique browsers signature. If you do not wish to receive any cookies, then you can go to the preferences section of your browser and turn them off.

### **Protecting your personal information**

ECC is committed to ensuring that the information you provide to us is secure, however, data protection measures are never completely secure. Despite the measures put in place, we cannot absolutely guarantee the security of your personal information.

### **Access to your personal information**

You can contact ECC directly via email to [chris@eastcoastco.com.au](mailto:chris@eastcoastco.com.au) to request the details of your personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth) for the following areas:

- more information about anything outlined in this Privacy Policy
- update, correct, or complete your personal information
- opt out of receiving direct marketing material
- ask about accessing the personal information that we have on file
- make a complaint with respect to the Privacy Policy and our privacy processes.

### **Complaints**

If you would like to make a complaint because of a breach of this Policy, or our procedures in relation to protecting your personal information, you can email your complaint to [chris@eastcoastco.com.au](mailto:chris@eastcoastco.com.au) setting out the details of your complaint and supporting evidence. ECC takes this matter seriously and will quickly investigate the complaint and respond to you within twenty-eight (28) days. Where you feel that we have not dealt with your complaint sufficiently, you can then complain to the Australian Privacy Commissioner.

### **Changes to Privacy Policy**

We may at any time change part, or all of our Privacy Policy. Any changes made will be effective immediately and your continued use of our services constitutes acceptance of the revised Policy. If you would like further information regarding our Privacy Policy, you can contact us directly at [chris@eastcoatco.com.au](mailto:chris@eastcoatco.com.au).