**Louvreclad Privacy Policy**

Last updated: 22 July 2024

**INTRODUCTION**

Welcome to Louvreclad Pty Ltd (ACN 163 928 194) **“We”, “us” and “our”**). This Privacy Policy explains how and why we collect, use, hold, disclose, and protect your Personal Information.

By accessing or using our services, products, or website you consent to the practices described in this Privacy Policy. Please read this policy carefully to understand our privacy practices.

**WHAT IS PERSONAL INFORMATION?**

Personal Information is any information or an opinion about an identified individual or an individual who can be reasonably identified from the information or opinion. Information or an opinion may be Personal Information regardless of whether it is true.

**WHAT PERSONAL INFORMATION DO WE COLLECT AND HOLD?**

We may collect Personal Information from you and about you when you interact: with our website, marketing campaigns, products, services and/or when you contact us (e.g call us, send us an email, or interact with us via social media).

The Personal Information we collect may include, but is not limited to:

* Name;
* Contact information (e.g. email address, phone number);
* Postal address;
* Payment information; and
* Other information you provide to us voluntarily.

We collect Personal Information through various means, including but not limited to the following:

* When you place an order or engage our services;
* When you participate in surveys, contests or promotions;
* When you contact our office; and
* When you interact with us our online (via our website, online ads or on social media).

If you interact with us via a social media platform you agree to allow us to receive information about you from the social media platform, which may include your Personal Information (if you directly communicate with us via the social media platform), information about your visits and interaction with our website.

We do not generally collect sensitive information and we will only collect sensitive information about you with your consent (unless we are otherwise required or authorised by or under law to do so).

**COOKIES AND SIMILAR TECHNOLOGY**

We may use cookies and similar technology on our website to enhance your user experience. Cookies are small text files that are stored on your device when you visit our website. You can control the use of cookies through your browser settings.

We may also collect information about how you access, use, and interact with our website. We also use a range of other tools such as Google Analytics and Google reCAPTCHA v3 to collect information about how you use, access and interact with website. Use of reCAPTCHA v3 is subject to Google's Privacy Policy and Terms of Service. This information may include:

**(a)**  the location from which you have come to the site and the pages you have visited; and

**(b)**  technical data, which may include IP address, the types of devices you are using to access the website, device attributes, browser type, language, and operating system; and

**(c)** reCAPTCHA analyses user behaviour on our website without requiring a CAPTCHA challenge. It collects information about interactions with the website, such as mouse movements and interactions with form elements. This helps us determine whether a user is real or bot. How this data is used; The data collected by reCAPTCHA v3 is used solely for the purpose of improving the security and performance of our website and is not used for personalised advertising by Google.

**WHY DO WE COLLECT AND USE YOUR PERSONAL INFORMATION?**

We collect, hold, and use your Personal Information so that we can:

**(a)**  provide and improve our products and services;

**(b)** manage our relationship with you;

**(c)** to communicate with you, respond to your enquires or complaints and provide customer support;

**(d)** to comply with our legal obligations and resolve disputes;

**(e)** identify and tell you about other products or services that we think may be of interest to you; and

**(f)** to consider job applicants for current and future employment.

If you do not provide us with your Personal Information, we may not be able to provide you with our products or services or communicate with you or respond to your enquiries.

**SECURITY OF PERSONAL INFORMATION**

We take reasonable steps to protect your Personal Information from unauthorised access, interference, disclosure, or destruction. We use secure encryption and follow industry best practices to safeguard your Personal Information.

We store most information about you in computer systems and databases (including cloud service providers) operated by either us or our external service providers. Some information about you is recorded in paper files that we store securely.

We will also take reasonable steps to destroy or de-identify Personal Information once no longer required, unless we are legally required to retain it.

 While we strive to protect your Personal Information, we cannot guarantee its absolute security.

**WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION TO, AND WHY?**

We may transfer or disclose your Personal Information to our related companies.

1. We may disclose Personal Information to external service providers so that they may perform services for us or on our behalf, which includes Momentum Software Consultants and Alliance Business Technologies.

We may also disclose your Personal Information to others where:

**(a)**  we are required or authorised by law to do so;

**(b)**  you have expressly consented to the disclosure, or consent may be reasonably inferred from the circumstances; or

**(c)**  we need to share it with data processors to operate our business and provide products to you.

If the ownership or control of all or part of our business changes, we may transfer your Personal Information to the new owner.

**DISCLOSE TO OVERSEAS RECIPIENTS**

We engage overseas recipients located in the Philippines who undertake bookkeeping services for us, and they may have access to personal information we collect from time to time. We do not share any other records containing personal information with any other overseas recipient.

**ACCESS TO AND CORRECTION OF YOUR PERSONAL INFORMATION**

You may request access to or correction of Personal Information that we hold about you by contacting us directly. Our contact details are set out below. Please understand there are some circumstances in which we are not required to give you access to your Personal Information, but we will advise you if these circumstances apply to your request.

There is no charge for requesting access to your Personal Information, but we may require you to meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of material).

We will respond to your requests to access or correct Personal Information in a reasonable time and will take all reasonable steps to ensure that the Personal Information we hold about you remains accurate, up-to-date, and correct.

‌

**COMPLAINTS**

If you have a complaint about the way in which we have handled any privacy issue, including your request for access or correction of your Personal Information, you should contact us. Our contact details are set out below.

We will consider your complaint and determine whether it requires further investigation. We will notify you of the outcome of this investigation and any subsequent internal investigation.

If you remain unsatisfied with the way in which we have handled a privacy issue, you may make a complaint to the Office of the Australian Information Commissioner (OAIC) (www.oaic.gov.au).

**CONTACT DETAILS**

If you have any questions, comments, requests, complaints, or concerns, please contact us at:

Privacy Officer

PO Box 486 Booval QLD 4304

[warwick.wright@louvreclad.com](mailto:sales@louvreclad.com)

+6148048024

**CHANGES TO THIS POLICY**

We may update this Privacy Policy from time to time. The updated version will be posted on our website with the effective date. Please check this page periodically for any changes.