

Privacy Policy

Stair Nosing Australia is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, and phone numbers.

This Personal Information is obtained in ways including **via correspondence, by telephone by email, or via our website**. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our feedback forms at any time by contacting us by clicking on the "unsubscribe link".

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

We will not use

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information **WILL NOT BE COLLECTED**

Security of Personal Information

We collect personal information that you might disclose by establishing an account, such as your email address, delivery, and shipping address. Once logged in to their account, buyers can see their past orders, tracking numbers for orders and edit their saved details for future purchases. This account can be deleted at any time.

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification, or disclosure. Your login details are stored in the WooCommerce database. WooCommerce stores customer data in the WordPress database. This includes customer name, email, physical address, and any other information you may provide such as billing address.

We do not save ANY secure information such as bank or credit card details.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the personal Information we hold about you and to update and/or correct it, or delete it. If you wish to access your Personal Information, please contact us in writing.

Stair Nosing Australia Pty Ltd will not charge any fee for your access request.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you. You may update this information at the time of checking out, or if you establish an account, by logging into your account and updating your details.

Information on Cookies

What Are Cookies Used For?

Websites use HTTP cookies to streamline your web experiences. Without cookies, you would have to login again after you leave a site or rebuild your shopping cart if you accidentally close the page. Making cookies an important a part of the internet experience.

Based on this, you will want to understand why they're worth keeping — and when they're not.

Here's how cookie is intended to be used:

Session management. For example, cookies let websites recognize users and recall their individual login information and preferences, such as sports news versus politics.

Personalization.

Customized advertising is the main way cookies are used to personalize your sessions. You may view certain items or parts of a site, and cookies use this data to help build targeted ads that you might enjoy.

Tracking.

Shopping sites sometimes use cookies to track items users previously viewed, allowing the sites to suggest other goods they might like and keep items in shopping carts while they continue shopping.

We **do not** use tracking cookies

Cookies are stored on your device **locally** to free up storage space on a website's servers.

First-party cookies are directly created by the website you are using. These are generally safer, as long as you are browsing reputable websites or ones that have not been compromised.

Third party cookies are generated by websites that are different from the web pages users are currently surfing, usually because they're linked to ads on that page. **We do not use third-party cookies.**

Allowing or Removing Cookies

Cookies can be an optional part of your internet experience. If you so choose, you can limit what cookies end up on your computer or mobile device.

Removing cookies

Removing normal cookies is easy, but it could make certain web sites harder to navigate.

Without cookies internet, users may have to re-enter their data for each visit. Different browsers store cookies in different places, but usually, you can:

- Find the Settings, Privacy section — sometimes listed under Tools, Internet Options, or Advanced.
- Follow the prompts on the available options to manage or remove cookies.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

Stair Nosing Australia

93 Kalyang Loop

Byford WA 6122

daphne@stairnosingaustralia.com.au

0422 803 365