



DJC Bagpiping

ABN: 32 711 911 868

Email: admin@djcbagpiping.com.au

Website: djcbagpiping.com.au

Pymble, NSW 2073

PRIVACY POLICY

DJC Bagpiping (we, us, or our etc) values your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and safeguard your information when you visit our website or engage with our services.

By using our website, contacting us, or hiring our services, you agree to the collection and use of your information as described in this policy.

We handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Effective From: 16/04/2026

Next Review: April 2027

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1. Information We Collect

- a. We collect the following types of personal information:
 - i. Contact Information: When you reach out to inquire about hiring a bagpiper, we collect your name, email address, phone number, and event details.
 - ii. Transaction Information: If you book our services, we may collect your billing information (name, address, payment details) for processing the booking.
 - iii. Event Information: We collect details of your event, such as the date, location, and type of service requested (e.g., wedding, funeral, celebration).
 - iv. Technical Data: We automatically collect information about your visit to our website, including your IP address, browser type, and device type through cookies.

2. How We Use Your Information

- a. We use your personal information for the following purposes:
 - i. To provide our services.
 - ii. To process your bookings, confirm event details, and fulfill our contract with you.
 - iii. To communicate with you: To respond to your inquiries, send confirmations, and provide customer support.
 - iv. To process payments: We use third-party payment processors to handle financial transactions securely.
 - v. To improve our website: To analyse website traffic and improve user experience.
- b. We will only use your information for these purposes unless we obtain your consent for other uses, or we are required by law to do so.

3. How We Share Your Information

- a. We do not sell or rent your personal information. However, we may share your data with trusted third parties in the following situations:
 - i. Service Providers: We may share your information with payment processors, event coordinators, or other contractors necessary to provide our services.
 - ii. Legal Requirements: We may disclose your personal information to comply with legal obligations, respond to legal claims, or protect our rights.



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4. Cookies and Tracking Technologies

- a. We use cookies to collect and store information about your interaction with our website. Cookies help improve your experience by remembering preferences, enabling certain website features, and analysing usage patterns.
- b. You can control cookie settings through your browser, though this may affect the functionality of the website.

5. Data Security

- a. We take reasonable precautions to protect your personal information from unauthorised access, use, or disclosure. However, no method of transmission over the internet or electronic storage is completely secure, so we cannot guarantee absolute security.
- b. We retain personal information only as long as necessary to provide our services and meet legal obligations.
- c. Payment processing is secured through the bank or cash transactions.
- d. Data is stored on email servers and website servers hosted domestically and internationally. We take reasonable steps to ensure your information is handled securely.

6. Your Rights and Choices

- a. You have the following rights regarding your personal information:
 - i. Access: You can request a copy of the personal information we hold about you.
 - ii. Correction: If you believe the information we hold is incorrect, you can request that it be updated.
 - iii. Deletion: You may request that we delete your personal information, subject to legal obligations.
- b. To exercise any of these rights, please contact us (see section 9).

7. Third-Party Links

- a. Our website may contain links to third-party websites or services. We are not responsible for the privacy practices or content of these external sites.
- b. Please review their privacy policies before providing any personal information.

8. Changes to This Privacy Policy

- a. We may update this Privacy Policy from time to time. When we do, we will post the revised policy on this page with an updated effective date. We encourage you to review this policy periodically to stay informed about how we protect your information.



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9. Contact Us

- a. If you have any questions or concerns about this Privacy Policy, or if you wish to exercise any of your rights, please contact us:
 - i. Email: admin@djcbagpiping.com.au
 - ii. Phone: 0476297923
- b. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).