

Privacy Policy

We are 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 National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs 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 Federal Privacy Commissioner at www.privacy.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, phone numbers, any other information requested on this Site or otherwise required by us or provided by you.

This Personal Information is obtained in many ways including including: when you interact with us electronically or in person, when you access our website, when we provide our services to you, from your website, from media and publications, from other publicly available sources, from cookies and from third parties.

We collect your Personal Information for the primary purpose of providing our services to you. 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. We may use your personal information to better understand customer needs, improve our website and improve our service. We may use your personal information to respond to queries about our service. We also use your personal information for marketing purposes, to improve our service and to notify you of opportunities that we think you might be interested in. You may unsubscribe from our mailing/ marketing lists at any time by contacting us.

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.

Non-personally identifiable information and why do we collect it?

For each visitor to the site, we collect the non-personally identifiable information, including but not limited to pages viewed while browsing the site, browser and operating systems, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at the site.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from

misuse and loss and from unauthorised access, modification or disclosure.

However, we are not liable for any unauthorised access to this information. The transmission and exchange of information is carried out at your own risk. We take steps to safeguard against unauthorised disclosures of information, however we cannot assure you that personal information will not be disclosed in a manner that is inconsistent with this Privacy Policy.

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

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us. 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.

Third parties

We do not and will not share, sell or deal in personal information with any third party other than our service providers who assist us in providing the information and/or services we are providing with you. Third parties, including Facebook, may use cookies, web beacons, and other storage technologies to collect or receive information from our websites and elsewhere on the internet and use that information to provide measurement services and target ads. Our site has links to other websites not owned or controlled by us. We are not responsible for these sites or the consequences of you going on to those sites.

Cookies

As is very common for companies, we use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. We use cookies to improve the experience of people using our website. You have the option to accept or decline cookies. You can usually modify your browser settings to decline cookies if you prefer. This may, however, prevent you from taking full advantage of the Site.

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:

mo@alpinevisuals.com.au