



MAY HOUSE TIMBER PTY LTD

PRIVACY POLICY

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May House Timber PTY LTD recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our Privacy Policy and it tells you how we collect and manage your personal information.

We respect your rights to privacy under the Privacy Act 1988 (Cth) (Act) and we comply with all of the Act's requirements in respect of the collection, management and disclosure of your personal information.

What is your personal information?

When used in this privacy policy, the term "personal information" has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

What personal information do we collect and hold?

We may collect the following types of personal information:

- Name, address and other contact details (including phone number and email address);
- Details of the services May House Timber has previously provided to you;
- Payment information (eg. bank details for order payment purposes)
- Any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence.
- We may collect the above kinds of information and exchange this information with licensed delivery/removalist/transportation/freight company for your order collection/shipping purposes.

How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including:

- Through your access and use of our website;
- During conversations between you and our representatives that you advise us your information (eg via emails/calls); and/or
- When you complete a delivery form, consignment note or other May House Timber documentation.
- From third party companies such as your cooperated builders that you grant them the permission to advise us your information.

What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- We may not be able to provide the requested services to you (your order details/ collection/ delivery/ onsite inspection/ etc), either to the same standard or at all; or
- We may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful.

For what purposes do we collect, hold, use and disclose your personal information?

We collect personal information about you so that we can perform our business activities and functions and to provide best possible quality of customer service.

We will only use personal information for the purpose for which it was collected or for related purposes as permitted by law. We collect, hold, use and disclose your personal information for the following purposes:

- To provide services to you and to send communications requested by you;
- To answer enquiries and provide information or advice about existing and/or new services;
- To conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties;
- To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator;
- To improve our marketing strategy using your provided digital property (your provided photos/videos taken of our products) within your permission.
- By placing an order, you grant us the right to capture, retain, and utilise all forms of media, including photographs and video footage, of your product while it is being manufactured, completed or stored at our facilities. This media may be used for internal documentation and record-keeping, as well as for external marketing and promotional materials, which may include the use of digitally created backgrounds or composite imagery. We affirm that such media will be used without the disclosure of any personal identifying information (including name and contact details) or specific order information associated with you.

To whom may we disclose your information?

We may disclose your personal information to licensed removalists/ delivery companies to assist your order collection/shipping enquiry.

Prior to disclosing any of your personal information to another person or organisation, we will take all reasonable steps to satisfy ourselves that:

- (a) The person or organisation has a commitment to protecting your personal information at least equal to our commitment, or
- (b) You have consented to us making the disclosure.

We do not provide your personal information to other organisations for the purposes of direct marketing.

Changes to our privacy policy

We reserve the right to change or update this Privacy Notice by posting such changes or updates to the Site. Amendments to this Privacy Notice will be posted at this URL and will be effective when posted. Your continued use of the Site following the posting of any amendment, modification or change shall constitute your acceptance thereof. As the Policy may be amended from time to time, you should review it regularly.

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on our website or directly contact us by sending us an email to mayhousetimber@gmail.com to discuss the solutions before any further actions that may take place.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.