

NAPPER'S KNIVES - WEBSITE PRIVACY POLICY

Effective Date: 3 September 2026

1. Introduction

Napper's Knives ("we", "our", "us") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, disclose and protect personal information when you:

- Visit our website;
- Contact us by email, telephone or contact form;
- Request a quote, assessment or service recommendation;
- Upload photographs or information relating to knives, tools or equipment;
- Book sharpening, restoration or maintenance services;
- Subscribe to newsletters, blog updates or marketing communications;
- Request documents, guides or other resources;
- Interact with the Napper's Knowledge Blog or other educational content.

By using this website, you acknowledge the practices described in this Privacy Policy.

2. Information We Collect

We may collect personal information including:

Contact Information

- Name;
- Email address;
- Telephone number;
- Postal address (where provided).

Service Information

- Service enquiries;
- Booking requests;
- Quote requests;
- Tool or knife information;
- Service history;
- Restoration requests;
- Assessment information.

Assessment Information

Where you request an assessment, recommendation or quotation, we may collect:

- Photographs uploaded through website forms;
- Images of knives, tools or equipment;
- Condition descriptions;
- Information relating to previous repairs or sharpening;
- Information reasonably required to assess suitability for service.

Communication Information

Records of communications including:

- Emails;
- Contact form submissions;
- Service enquiries;
- Quote requests;
- Customer correspondence.

Technical Information

We may automatically collect certain technical information including:

- IP address;
 - Browser type;
 - Device information;
 - Website usage data;
 - Referring websites;
 - General analytics information.
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3. How We Collect Information

Information may be collected when you:

- Submit a website enquiry;
- Upload photographs;
- Request an assessment or quotation;
- Request a booking;
- Subscribe to updates;
- Request documents or resources;
- Contact us by email;
- Contact us by telephone;
- Interact with our educational content;

- Browse our website.

Some information may also be collected automatically through cookies, website analytics and related technologies.

4. Why We Collect Information

We may collect personal information to:

- Respond to enquiries;
- Assess knives, tools or equipment;
- Provide quotations and recommendations;
- Arrange bookings;
- Provide sharpening, restoration and maintenance services;
- Deliver requested documents and resources;
- Improve website performance;
- Improve customer experience;
- Maintain customer records;
- Send requested communications;
- Provide newsletter or blog updates where subscribed;
- Comply with legal obligations;
- Protect our legal rights and business operations.

We only collect information reasonably necessary for these purposes.

5. Photographs and Assessment Information

Photographs and assessment information submitted through this website may be used to:

- Assess service suitability;
- Estimate service requirements;
- Provide preliminary recommendations;
- Prepare quotations;
- Maintain records relating to completed work.

Preliminary assessments provided using submitted photographs are indicative only.

Final recommendations may change following physical inspection of an item.

Submission of photographs does not constitute acceptance of a service request or service contract.

6. Email Communications and Marketing

If you contact us, subscribe to updates or request information:

- We may retain records of correspondence;
- We may use your email address to respond to your request;
- We may send communications you have requested;
- We may send newsletters, blog updates or marketing communications where you have chosen to receive them.

You may unsubscribe from marketing communications at any time.

We do not send unsolicited marketing communications.

7. Cookies and Analytics

Our website may use:

- Cookies;
- Analytics tools;
- Performance monitoring tools;
- Website usage tracking technologies.

These technologies help us understand:

- Website traffic;
- Visitor behaviour;
- Content performance;
- Technical performance;
- User engagement with educational content.

Users may disable cookies through browser settings, although some website functionality may be affected.

8. Disclosure of Information

We may disclose personal information:

- To service providers assisting our business operations;
- To providers of website hosting, email and cloud services;
- To providers of analytics or technology services;
- Where required by law;

- To protect our legal rights;
- To comply with court orders, legal processes or regulatory requirements.

We do not sell personal information.

9. Overseas Disclosure

Some website, cloud or technology providers may store information outside Australia.

Where this occurs, we take reasonable steps to ensure personal information is handled in a manner consistent with Australian privacy requirements.

10. Storage and Security

We take reasonable measures to protect personal information from:

- Loss;
- Misuse;
- Unauthorised access;
- Unauthorised disclosure;
- Modification.

No online platform, website or electronic system can guarantee absolute security.

11. Access and Correction

You may request:

- Access to personal information we hold about you;
- Correction of inaccurate or outdated information.

Requests should be submitted via email:

info@nappersknives.com.au

We will respond within a reasonable period unless legal reasons prevent disclosure.

12. Retention of Information

We retain information only for as long as reasonably required:

- To provide services;

- To fulfil requested communications;
 - To maintain customer records;
 - To comply with legal obligations;
 - To protect legal interests;
 - To resolve disputes;
 - To maintain reasonable business records.
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13. Third-Party Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices, security or content of external websites.

Users should review the privacy policies of any third-party websites they visit.

14. Children's Privacy

Our website, services and educational content are not directed towards children under 18 years of age.

We do not knowingly collect personal information from children without appropriate consent.

15. Privacy Complaints

Privacy complaints may be directed to:

Email: info@nappersknives.com.au

We will investigate complaints and respond within a reasonable time.

If unresolved, complaints may be directed to the:

Office of the Australian Information Commissioner (OAIC)

16. Changes to This Policy

We may update this Privacy Policy periodically.

Updated versions will be published on this website and become effective upon publication.

17. Contact Us

Napper's Knives

ABN: 87 794 301 644

Nicholls, ACT 2913

Email: info@nappersknives.com.au

For privacy enquiries, requests or complaints, please contact us using the details above.