

Privacy Policy:

At Fired Up Kilns, we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose and protect your information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Information We Collect:

We may collect personal information that you voluntarily provide, including:

- Name
- Business name (if applicable)
- Email address
- Telephone number
- Delivery and billing address
- Payment and order information
- Any information you provide when contacting us
- We may also collect non-identifiable information such as your IP address, browser type and website usage through cookies and analytics tools.

How We Use Your Information:

We use your information to:

- Process and deliver orders
- Provide customer support
- Respond to enquiries
- Communicate about products, services and orders
- Improve our website and customer experience
- Meet our legal and regulatory obligations

Payment Information:

Fired Up Kilns does not store any credit card or payment details.

- Payments made through our website or electronic means are processed by secure third-party payment providers.
- Should at any stage payment information be written down or transcribed (I.E an I.T outage, such documents are immediately shredded when no longer required.

Disclosure of Information:

We may disclose your information to trusted third parties where necessary, including:

- Shipping and courier companies
- Payment providers
- Website and IT service providers
- Professional advisers where required
- Manufacturers when assisting in repairs or maintenance
- Government or regulatory authorities where required by law
- We will never sell or rent your personal information.

International Customers:

By placing an international order, you acknowledge that your personal information may be processed and stored in Australia.

To fulfil international orders, we may disclose personal information to overseas shipping carriers, freight forwarders, customs authorities and payment providers where reasonably necessary to complete your purchase.

While Fired Up Kilns is governed by Australian privacy law, we will endeavour to respect applicable privacy rights of overseas customers where required.

Cookies:

Our website may use cookies and similar technologies to improve functionality, analyse website traffic and enhance your browsing experience. You can manage cookie preferences through your web browser settings.

Personal information may be stored on secure servers located in Australia or overseas depending on our technology providers.

Data Security:

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure. While we use appropriate security measures, no internet transmission or electronic storage method is completely secure.

Access and Correction:

You may request access to, correction of, or deletion of, any personal information we hold about you by contacting us using the details below.

Marketing Communications:

If you subscribe to our marketing communications, you may opt out at any time by using the unsubscribe link in our emails or by contacting us directly.

Third-Party Websites:

Our website may contain links to third-party websites. Fired Up Kilns is not responsible for the privacy practices or content of those websites.

Changes to this Policy:

We may update this Privacy Policy from time to time. Any changes will be published on this page with an updated effective date.

Contact Us:

If you have any questions about this Privacy Policy or how we handle your personal information, please contact: christopher@firedupkilns.com.au

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