

Privacy Policy

This Privacy Policy sets out the policy by which Sevens WA Pty Ltd (“Sevens WA Pty Ltd”, “we”, “us” or “our”) collects and manages personal information, in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) (Privacy Act). “Personal information” is any information or opinion, in any form, which identifies an individual or from which an individual’s identity is apparent or can be reasonably ascertained.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of use and disclosure covered by this Privacy Policy.

1. **PRIVACY PROTECTION**

Sevens WA Pty Ltd recognises the importance of privacy. We are committed to protecting the personal information of our clients and website visitors (“**you**”).

2. **COLLECTION OF PERSONAL INFORMATION**

- a. Sevens WA Pty Ltd collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our products and services to you.
- b. Sevens WA Pty Ltd will collect and hold personal information that is necessary for us to perform our functions, to develop and promote our products and services and to assist us with complying with our legal and regulatory obligations.
- c. The kinds of personal information we collect and hold will depend upon the products or services you request from us. However, it may include:
 - i. information you give us when you contact us, make an enquiry or request a product or service from us, including information such as your name, phone number, address, email address and financial or credit card details;
 - ii. information about individuals we collect in the course of providing a product or service to our clients; and
 - iii. communications between us and you.
- d. We may collect additional information at other times (which may not be personal information if it does not reveal your identity), including, but not limited to, when you visit our website (see further information below at

paragraph 2(e)), provide feedback, change your content or email preference or apply for a position with us via our website.

- e. When you visit our website (www.sevensnedlandsbath.com.au), we may collect certain information such as your IP address, the date and time of your visit, the parts of our website you access during your visit, your actions on our website and the browser you are using. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service. We may also 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. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our site may, from time to time, have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Sevens WA Pty Ltd is not responsible for the privacy practices of other such websites and we recommend that you review the privacy policies of each website you visit.
- f. While in most instances we will collect information directly from the person to whom the information relates, we may require you to provide us with information about third parties. Accordingly, we may also collect information about you from a third party. When we obtain personal and other information from third parties whom we are referred to by you, we will assume, and you must ensure, that you have made that third party aware of the referral and the purposes involved in the collection, use and disclosure of the relevant information. If you supply us with information about a third party, you must ensure that you are authorised to do so and you must agree to inform that person who we are, that we will use and disclose their personal information as outlined in our Privacy Policy from time to time and that they may gain access to it should we hold that information.
- g. It is generally not practical to remain anonymous or to use a pseudonym when dealing with us as we usually need to use your personal information

to provide specific products or services to you, or which relate to or involve you.

- h. Unless you notify us otherwise, we will assume that you have consented to the collection of all information which is provided to us for use in accordance with this Privacy Policy. If you do not provide us with your personal information, or you do not consent to us using your personal information as outlined in this Privacy Policy, it may not be possible for us to provide you with the products or services you request.

3. USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION

- a. Sevens WA Pty Ltd will use and disclose any personal information we collect about you to provide you with our products and services. We may also disclose your personal information to other related entities within our corporate group for our own business purposes.
- b. We may use your personal information to inform you of new and additional products, services, information, updates and opportunities available to you, to improve our products and services and to better understand your needs.
- c. We may use or disclose your personal information in order to comply with a legal or regulatory requirement or obligation, including pursuant to a court order, subpoena, warrant, in the course of legal proceedings or in response to a law enforcement agency request.
- d. We may use or disclose your personal information to protect the copyright, trademarks, legal rights, property or safety of Sevens WA Pty Ltd, its employees, clients or third parties.
- e. We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers, service providers or subcontractors to the extent reasonably necessary for the purposes set out in this Privacy Policy.
- f. We may disclose your personal information to our service entities and contract out some of our functions to external service providers. We may disclose your personal information to these external service providers but only so that they can provide the services that we have contracted out to them.

- g. Where we disclose your personal information to third parties, we will request that the third party follow this Privacy Policy regarding handling your personal information.

4. SECURITY OF YOUR PERSONAL INFORMATION

- a. Sevens WA Pty Ltd is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.
- b. The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot guarantee that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

5. OVERSEAS RECIPIENTS OF PERSONAL INFORMATION

Information that we collect may from time to time will not be stored, processed in or transferred overseas.

6. ACCESS TO YOUR PERSONAL INFORMATION

- a. You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act, by contacting us by email at info@sevensnedlandsbaths.com.au An access fee may be charged.
- b. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act. If we refuse to give you access to your personal information, we will provide you with reasons for the refusal (unless it would be unreasonable to do so).
- c. Generally, if you request us to do so, we will amend any personal information about you held by us which is inaccurate, incomplete or out of date.

7. COMPLAINTS ABOUT PRIVACY

If you wish to make a complaint concerning our privacy practices, please contact us by email at info@sevensnedlandsbaths.com.au. We will review and respond to your complaint as soon as possible after receiving written notice of your

complaint. If you are dissatisfied with our response, you have the right to make a complaint to the Office of the Australian Information Commissioner by phoning 1300 363 992 or by email at enquiries@oaic.gov.au.

8. CHANGES TO PRIVACY POLICY

From time to time, it may be necessary for us to revise our Privacy Policy. We reserve the right to vary this Privacy Policy at any time, in our sole discretion, and all variations will be effective immediately upon our posting of the varied Privacy Policy on our website or notice board.