

## Privacy Policy

This website contains links to other sites. Please be aware that Colour Consultants Australia Pty Ltd (CCA) is not responsible for the privacy practices or content of such other sites.

At CCA, we are fully committed to respecting client's privacy. CCA is bound by the Privacy Act 1988 and the National Privacy Principles set by the Federal Privacy Commissioner. For more information, visit [www.privacy.gov.au](http://www.privacy.gov.au)

The following Privacy Policy has been published to provide a clear and concise outline of how and when personal information is collected, stored, and distributed by CCA. This policy also applies to CCA's web site: [www.colourconsultants.com.au](http://www.colourconsultants.com.au)

### Collection of Personal Information

CCA collects limited personal and or company information such as title, company name, name, contact details such as address, phone, mobile, fax and e-mail address. In some credit scenarios, credit card details may be requested.

If you choose not to provide us with certain personal information, we may not be able to provide you with the services you require, or the level of service on which we pride ourselves.

### How we collect Personal Information

We only collect personal information when the client knowingly provides it. Personal information is collected in a number of ways, as below;

- Directly from the customer
- Collected over the phone, via email or fax
- Within marketing activities
- When you submit information to us through our website (eg by email or cookies)

### Cookies

When you visit our site, anonymous information such as the time, date and URL of the request may be recorded on our server. This information assists us to improve the structure of our web site and monitor the performance. CCA uses 'cookies' which are an industry standard and most major web sites use them. A cookie is a small text file that our web site may place on your computer. Usually, cookies are used as a means for our web site to remember your preferences. As such, cookies are designed to improve your experience of our web site.

CCA utilises software that minimises privacy concerns by using exclusively first-party cookies. First-party cookies do not violate our privacy policy and uses the information in the first-party cookie to identify unique visitors. Unlike third-party cookies, which are stored on a third-party server and may be shared with other applications, the cookies are stored on our computer and are never shared.

In some cases, cookies may collect and store information about your web browser. CCA extends the same privacy protection to your personal information, whether gathered via cookies or from other sources. Most internet browsers are pre-set to accept cookies; however you can adjust your Internet browser to disable cookies or to warn you when cookies are being used.

For statistical purposes, we may collect anonymous information on web site activity, such as top pages viewed, the number of pages viewed, the number of sessions, most popular session times, web browser info. We use this data to evaluate our web site performance and to improve the content we display to you and no personal information is collected on these occasions

## **How we use your Personal Information**

We may use or request personal information in the following instances:

- an on-site consultation is requested
- goods are ordered that require delivery
- participation in surveys and other types of research
- when entering a CCA promotion or competition
- asking for a quote to be prepared
- to make a credit card payment
- expressions of interest in a particular CCA service
- to subscribe to our newsletter
- to administer and manage our services, including charging, billing and collecting debts
- in order to make changes to your profile
- to respond to any queries or feedback you may have
- to maintain and develop our business systems and infrastructure

## **Use and Disclosure of Personal Information**

We value your trust so we adhere to the highest ethical standards in gathering, using, and safeguarding any information you choose to give us. We may disclose your personal information to third parties, for example, to contractors to whom we contract out certain services. This again would only be for us to conduct our legitimate business activities.

CCA undertakes not to sell, rent or trade personal information. We will not disclose personal information to third parties for them to market goods and services to you. We will not otherwise use or disclose your personal information unless the use or disclosure is authorised under the National Privacy Principles. Some examples of where use or disclosure is authorised under the National Privacy Principles are:

- where the use or disclosure is required or authorised by or under law
- use or disclosure is necessary to investigate suspected unlawful activity, to prevent or detect a criminal offence or seriously improper conduct
- use or disclosure is reasonably necessary for the conduct of or preparation for court proceedings
- use or disclosure is necessary to prevent a threat to life, health or safety, or
- you have consented, either expressly or impliedly, to our disclosing information about you.

## **Personal Information - Quality and Security**

We take all reasonable precautions to ensure that the personal information that we collect and use is accurate, complete and up-to-date. To assist us with this, please contact us if any of the details you have provided change. Further, if you believe that the information we have about you is not accurate, complete or up-to-date, contact us and we will correct it.

CCA is committed to keeping secure the data you provide us and we will take all reasonable precautions to protect your personal information from loss, misuse or unauthorised access or alteration. We destroy personal information when it is no longer required by us.

## **Promotional and marketing material**

As previously stated, your contact details may be used by us for the purposes of sending marketing correspondence to you. We acknowledge and respect an individual's choice to opt-out of CCA's direct marketing communications and activities. Should you decide you do not wish to receive marketing or promotional materials from CCA please contact us in writing (via email: [info@colourconsultants.com.au](mailto:info@colourconsultants.com.au), fax: 02 8920 3216 or letter: Colour Consultants Australia Pty Ltd PO Box 7018 McMahons Point NSW 2060), being sure to include your name, address and contact details.

**Changes to this statement**

CCA may make changes to this Privacy Policy as required for any reason. We will publish those changes on our web site. This Privacy Policy was posted 24 April 2007.