



## **Global Blinds Privacy Policy**

This website is owned and operated by Global Blinds Pty Ltd. By using this site you agree to the Privacy Policy as set out in this web page. It is our intention that this policy will protect your personal information from being dealt with in any way that is inconsistent with applicable privacy laws in Australia.

We reserve the right, at our discretion, to modify or remove portions of this Internet Privacy Policy at any time. This Internet Privacy Policy is in addition to any other terms and conditions applicable to the web site. We do not make any representations about third party web sites that may be linked to the web site.

We therefore recommend that each time you access our website you ensure you are aware of this policy and have read it since its last update date.

### **Information we collect and manage**

Personal information about visitors to our site is collected only when knowingly and voluntarily submitted.

Global Blinds collects information for the sole purpose of producing and shipping the products that you order, providing customer support, fulfilling requests for information and for providing, maintaining, evaluating, and improving our Web Site.

You may access your personal information at any time by logging on and going to your account details.

From time to time we may produce and send you unsolicited email – but these will be restricted to normal “course of business” correspondence such as advising of new products, specials or new information relevant to this website.

If you would prefer not to receive these emails please contact Global Blinds support on (03) 9314 0302 and we will ensure you are not sent them.

### **Disclosure of your information to Third Parties**

We do not and will not sell, trade or rent your personal information to others. However, we do use other companies and individuals to perform services on our behalf such as processing payments and delivering packages. Their access to your personal information will be limited to that needed to perform these services and we will never authorise them to use your information for other purposes.

We may disclose personal information when we believe in good faith that the law requires disclosure. We may also disclose such information when we have reason to believe that doing so is necessary to identify, contact or bring legal action against anyone damaging, injuring, or interfering (intentionally or unintentionally) with our rights or property, or anyone else’s rights or property.

### **Security of Personal Information**

The security of your personal information is important to us. We endeavour to take all reasonable steps to protect all information you transmit to us and once we receive your data we also strive to ensure its security on our systems and when we reference it.

We follow generally accepted industry standards to protect the Personal Information submitted to us, both during transmission and once we receive it, store it and reference it. We periodically review and update our security measures in light of available technologies to ensure the security of your information is maintained to as high a standard as possible.

When you enter sensitive information such as your email and address on our user profile or order forms, we encrypt that information using high level SSL encryption technology -the most advanced security software currently available for online transactions.

Our employees and contractors are obliged to adhere to our Privacy Policy and respect the confidentiality of personal information used in the course of business with us.

### **Credit Card Security**

We do not capture or collect your credit card information. At the time of payment for an order you are transferred to a secure payment gateway provided by NAB that uses similar secured data encryption technology to that on our site. All credit card data is managed by the NAB and we simply receive confirmation that your payment has been received, again using secure encrypted data transfer.

Some versions of browsers and some firewalls don't permit communication through secure servers like the ones we use to process orders. To check the security of your connection:

- look at the lower left-hand corner of your browser window after launching a web page - if you see an unbroken key or a closed lock (depending on your browser), then SSL is active.
- In addition, when accessing SSL-encrypted web pages, the URL line of your browser (the website address) should begin with the letters "https" rather than the normal, unencrypted "http".
- If your browser or firewall doesn't support SSL, you will not be able to connect to the web pages or NAB payment gateway, which means you won't be able to mistakenly place an order through an unsecured connection.

If you cannot access the secure webpages or NAB payment gateway for any reason, please contact Global Blinds support on (03) 9314 0302

### **Automated website activities**

Our web servers gather your IP address to assist with the diagnosis of problems or support issues with our services. Information is gathered in aggregate only and cannot be traced to an individual user.

We use cookies to provide you with a better experience. These cookies allow us to increase your security by storing your session ID and improve your user experience by local storage of data transmitted from our website (e.g. colours associated with fabric selections). This data is not stored on our servers and expires after 24 hours

### **Links to other sites**

We may provide links to third party Web sites that are not directly used in the provision of service to you. In such cases such links are provided as a matter of convenience to you and we do not transmit any of your personal information to these sites.

These linked sites are not under our control, and we cannot accept responsibility for the conduct of companies linked to our website. Before disclosing your personal information on any other website, we advise you to examine the terms and conditions of using that Web site and its privacy statement.

### **Problems or questions**

We will endeavour to ensure any information which we hold about you is accurate and up to date. If, at any time, you discover that information held about you is incorrect, you may contact us to have the information corrected.

If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please contact us.