

GIFT A PLANT - Privacy Policy:

Overview:

Gift a plant Melbourne is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your personal information.

1. Privacy Policy

- 1.1 We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.
- 1.2 A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au.

2. Collection of personal information (PI)

- 2.1 We collect personal and sensitive information for the primary purpose of providing our services to you. We collect your personal information when you:
 - 2.1.1 interact with us through the phone, in person, via email or our Website and you provide us your details.
 - 2.1.2 purchase or subscribe to our products or services.
 - 2.1.3 subscribe to our mailing list.
 - 2.1.4 enter our competitions or promotions; or
 - 2.1.5 apply for positions at our business or you are our contractor.
- 2.2 We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.
- 2.3 When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.
- 2.4 When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.
- 2.5 It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

3. Sensitive Information

- 3.1 Sensitive information is defined in the Privacy Act to include information or opinion about such include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.
- 3.2 Sensitive information will be used by us only:
 - 3.2.1 For the primary purpose for which it was obtained.
 - 3.2.2 For a secondary purpose that is directly related to the primary purpose.

3.2.3 With your consent, or where required or authorised by law.

4. Cookies

4.1 We may, from time to time, use 'cookies' which are small data file placed on your machine or device to store information.

4.2 We use cookies in many ways including:

4.2.1 authentication cookies that monitor whether you are logged in or not

4.2.2 session cookies that allow you to remain logged in and keep track of your activities until the browser shuts down.

4.2.3 persistent cookies that help us monitor our services by recording your browser activities and they do not expire upon browser shut down; and

4.2.4 flash cookies to personalise your experience.

4.3 We use cookies for many reasons including but not limited to:

4.3.1 improve the performance by reporting any errors that occur.

4.3.2 provide statistics about how the Website is used.

4.3.3 remember settings that you used on our Website.

4.3.4 identify that you are logged into the Website.

4.3.5 link to social networks like Facebook and Instagram; and.

4.3.6 provide ads that are tailored to you.

4.4 Please note that although cookies do not generally store personal and sensitive information, they may contain your IP address. However, you are effectively anonymous to us because the data are collected in aggregate.

4.5 You may disable and delete cookies in your browser if you do not want us to use cookies but doing so may detract from your enjoyment of our Website.

5. Third Parties

5.1 Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties.

5.2 In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

6. Security

6.1 All credit card transactions are implemented under industry standard encryption

6.2 For credit card transactions we use a third-party processor (i.e., PayPal) and/or payment gateway (i.e., Stripe, Afterpay) that we may change from time to time so that:

6.2.1 Payments are processed in real time.

6.2.2 We do not have access to your credit card information.

6.3 Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification, or disclosure e.g. encryption, Firewall, Antivirus etc.

7. Disclosure of Personal Information

7.1 We will not disclose your personal and sensitive information to third parties for payment, profit, or advantage.

- 7.2 We only disclose your personal and sensitive information for purposes that are reasonably related to our business to third parties:
- 7.2.1 to provide the service you wish to use.
 - 7.2.2 to improve our business, services, products and website.
 - 7.2.3 to customise and promote our services which may be of interest to you.
 - 7.2.4 to comply with or as permitted under the law; or
 - 7.2.5 with your consent.
- 7.3 Your Personal Information may be disclosed in a number of circumstances time to time to assist us to do our business including the following:
- 7.3.1 Third parties where you consent to the use or disclosure; and
 - 7.3.2 Where required or authorised by law.
 - 7.3.3 technology service providers including internet service providers or cloud service provider.
 - 7.3.4 couriers such as Sherpa and Australia Post.
 - 7.3.5 data processors that analyse our website traffic or usage for us.
 - 7.3.6 agents that perform functions on our behalf, such as mailouts, debt collection, marketing, or advertising.

8. Access to your personal information

- 8.1 You may request access to your personal information that we hold, and we will:
- 8.1.1 Update and /or correct it subject to certain exceptions.
 - 8.1.2 Verify your identity to protect your personal information.
 - 8.1.3 will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information within a reasonable period, comply with your request.
- 8.2 If you wish to access your Personal Information, please contact us in writing.
- 8.3 We may refuse to allow you to access your personal information if we are not required to do so under the Australian Privacy Principles.

9. Policy Updates

- 9.1 This Policy may change from time to time and is available on our website.

10. Contact us and Enquiries

- 10.1 If you have any queries or complaints about our Privacy Policy, please contact us at:

10.1.1 E: Hello@giftaplant.com.au

10.1.2 Phone: +61433014624

10.1.3 Write to:

Unit 1, 35 Knight Street,

Clayton South, VIC, AUS - 3169

11. Complaints

- 11.1 If you believe we breached the Australian Privacy Principles under the *Privacy Act 1988* (Cth) or a registered Australian Privacy Principles Code, you may lodge a complaint as follows:

11.1.1 firstly, contact us in writing to the email or postal address in clause 8.4 and include the following in your complaint:

11.1.1.1 your contact details.

11.1.1.2 section or provision of the Australian Privacy Principles or Code that you believe we breached; and

11.1.1.3 our practice or policy that you believe breaches the relevant Australian Privacy Principle or Code.

11.1.2 and you must allow us a reasonable time, about 30 days, to reply to your complaint: and

11.1.3 secondly, you may complain to the Office of the Australian Information Commissioner if:

11.1.3.1 you are not satisfied with our response; or

11.1.3.2 we do not respond to you within a reasonable time without sufficient explanation.