

Avalon Wax Privacy Policy

Avalon Wax is committed to protecting your personal information. This is the Avalon Wax Privacy Policy, which is effective from May 2020 and outlines how we, Avalon Wax will collect, use and ensure any information that you provide when using our website is kept safe and secure. If you are under the age of 18, you must obtain parent or guardian consent before providing any personal information through our website.

Any information which may be requested by us through our website will be protected and will be used only what it is intended for which is selected by you the user i.e. subscriptions/purchases/delivery and in accordance with this privacy policy.

Please ensure you understand that by visiting our website and any other affiliated third-party applications which are used i.e. applications to purchase - you are agreeing to our Privacy Policy as outlined below and our Terms and Conditions.

Our policies and Terms and Conditions are updated from time to time but will always be published first on our website. Please ensure you are keeping up to date with any changes by regularly visiting our Privacy Policy and Terms and Conditions pages.

This policy applies to all product and services offered by Avalon Wax and by visiting our website you agree and consent to the collection, use and disclosure of your information in relation to providing you our services.

When used in this policy "personal information" has the meaning given to that term in the *Privacy Act 1988* (Cth). Personal information generally includes any information that can be used to personally identify you.

What, How, Where and Why information is collected and stored

What we may collect the following types of personal information from you:

- name;
- residential or business address;
- email address;
- post code;
- age and date of birth;
- telephone number

We may also collect some user analytical information when you use a device such as a computer, mobile phone, smart phone, tablet, or other device to interact with us through our website. This information may include but is not limited to session cookies, your device IMEI number, IP address or MAC address.

How we may collect your personal information:

- when you access and use our website;
- during conversations with our team members;
- when you complete purchase orders, registrations, requests or applications for our products or services (by phone, in person or electronically);
- when you communicate with us directly (by email, telephone, direct mail or any other means); or
- when you interact with us during promotions, competitions or special events.

Where we will store your personal information and any relevant data:

When information is provided to us electronically through our website, we will retain this information in our computer systems and databases in an electronic form only. This includes and is not limited to our computer software programs, internet servers, and any of our hosted internet solutions provided by third parties.

We take all necessary security measures to safeguard and protect your information. Your security is our priority, that is why all online payments are made only via secure checkout providers and facilities. We take all reasonable steps to ensure the security of your personal information is maintained.

Why we store your personal information:

Our purpose is to collect the necessary personal information so that we may:

- To fulfill your request for products and services, this may include providing your information to our service providers who manage and work with us to process your order i.e. Australia Post
- To ensure we are always monitoring our service operations and to provide you with the highest level of customer service and satisfaction
- To communicate with you about giveaway winners, special offers, upcoming promotions and events that may be of interest
- To answer any queries, feedback or concerns generated by you
- To perform research for analysis such as customer satisfaction for improvement
- To provide and communicate with regulatory bodies and relevant government agencies
- For administrative, marketing and future planning
- For quality control, product development and to provide analytical information about Avalon Wax and its service providers to ensure the highest level of customer satisfaction is maintained
- To comply with laws or regulations and as other requirements permitted by law and any directions given by regulators or authorities.
- We may also collect, hold, use and disclose personal information if authorised under law, and for which you have provided consent

Consent to Provide information

When visiting the Avalon Wax website, all information input by you which may be requested i.e. personal information such as your name, delivery details, email address, and contact phone number and billing information such as your billing address and payment method (credit card or debit card details) is followed by a consent process. When any personal information is submitted through our website for purchasing you the user will be asked to consent to the use of your personal information to complete the process of checkout.

If you do not consent to the use of your personal information, we may be unable to:

- Complete your purchase or provide product(s) as requested
- Deliver your purchase to the intended location
- Communicate with you in regard to your purchase, product selection, preferences, packaging requests etc
- Your overall experience may be altered due to being unable to communicate with you

Marketing & Email Subscriptions

Avalon Wax will only send marketing material in the form of an email to you if you have previously provided consent for this. Consent for this can only be provided on our website. We will never send you direct marketing communications and information about products and services offered by us without your consent. If you have opted into our marketing communications and email subscriptions, you are able to opt out at any time by:

- Replying back to the email you received the marketing communication from
- Contacting us via our contact form on the website
- Editing your online profile to update your subscription and marketing preferences

We will never give or provide any of your personal information to any other organisations or entities for marketing purposes.

How you can update or access your personal information:

Visit the Avalon Wax website and access your account where you can login to the portal and update any of your details. If you feel there are other details, we may have on file you are unable to modify, please contact us at:

info@avalonwax.com.au or via the contact form on our website.

Contacting us

If you have a complaint, require any further information about how we manage the privacy of your personal information or would like to contact us in relation to this Privacy Policy, please contact us:

Email: info@avalonwax.com.au

Website: Via our contact form on our website

Mail: 34 Algona Street, Bilgola Plateau, NSW 2107

We may ask you to submit any complaints in writing. All complaints are dealt with in a timely, fair and respectful manner. All complaints will be thoroughly investigated and reported. We will endeavour to get in touch with you as soon as possible, a response to a complaint will generally be provided within 30 days of receipt of the complaint. We may discuss and share your complaint with our staff and service providers as deemed required and appropriate.