



Privacy Policy

Introduction

This Privacy Policy deals with the protection of your privacy while you use our website. Eco Essentials (ABN 13 606 762 314) recognises the importance of protecting the privacy and rights of individuals while using our website which is located at <https://ecoessentials.com.au>.

The website is owned and operated by: Eco Essentials (hereinafter "we" or "us").

We are committed to the protection of your privacy while you use the website. We take your privacy very seriously so we urge you to read this policy carefully because it contains important information about:

- Who we are
- How and why we collect, store, use and share personal information
- Your rights in relation to your personal information, in connection with your interaction and engagement with Eco Essentials, and your access to and use of our website
- How to contact us and supervisory authorities in the event that you have a complaint

Who we are

Eco Essentials own this website.

We collect, use and are responsible for certain personal information about you. We will use your personal information to help us improve your experience with our website, and be able to offer our services to you.

When we do so, we are regulated under Australian Privacy Laws. We are bound by Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Governing law

This Privacy Policy is subject to the laws of New South Wales, Australia and each party submits to the jurisdiction of the courts of New South Wales

The primary legislation in relation to privacy law in Australia is the Commonwealth Privacy Act 1988. This has been amended by the Privacy Amendment (Enhancing Privacy Protection Act 2012).

Your agreement to this Policy

You confirm that you have read and agree to the terms of our Privacy Policy and consent to your personal information being collected, stored, used and disclosed when using our website.

The information we collect and use, how we collect it and why we collect it

We collect personal information in a number of ways when you use our website.

We will, from time to time, receive and store personal information you enter into our website, provided to us directly or given to us in other forms.

You may provide your relevant business details, as well as information such as your name, phone number, address and email address to enable us to send information, provide updates and process your service order. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or



email information, or provide financial or credit card information.

We may collect any other information you provide while interacting with you and providing services to you.

How we hold and store your personal information

Information will be stored electronically in our database.

Eco Essentials has implemented measures to protect the information you provide by;

- a) Ensuring encrypted secure transmission of personal information
- b) Ensuring control of staff and/or contractors who have access to the particular information
- c) Using firewalls to protect servers that host your personal information.

Eco Essentials is continuously reviewing, updating and implementing administrative, technical and physical security measures to help protect your information against unauthorised access, loss of destruction or alternation.

Eco Essentials will retain your personal information for as long as necessary to comply with our legal obligations and to ensure the performance of our agreement.

Who your information may be shared with

From time to time, we may disclose your personal information to employees of Eco Essentials, contractors or service providers for the purposes of operating our website or our business and providing services to you.

We may provide some of your personal information from time to time to third party service providers so that they can help us serve you. This will only occur when it is required for the delivery of services.

We may disclose your personal information to law enforcement agencies or government authorities, if we are required to by law. We will comply with our legal obligations.

We will only disclose information if the third party has agreed to comply with the standards of our Privacy Policy and the relevant Privacy legislation.

We will always take all possible reasonable steps to ensure your personal information is protected from misuse or loss from unauthorised access.

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

Whether you have to provide personal information, and if so why

If you choose not to provide personal information to us, some features of our website may not work as intended.

The information we collect is used to provide services to you in a safe and healthy environment with individual requirements, to meet duty of care obligations, to initiate appropriate referrals, and to conduct business activities to support those services.

We will inform you at the point of collecting information from you, whether you are required to provide the information to us.



How long will information be kept?

We will hold your information for as long as you are a client with us, or as long as the Privacy legislation requires us too.

Your personal information will be kept in a form which permits your identification, for no longer than is necessary. Your personal information may be stored for longer periods insofar as the personal information will be processed solely for archiving purposes in the public interest or research purposes.

Accessing, updating and correcting your personal information

We are committed to ensuring that any of your personal information we hold is accurate and kept up to date.

We will take all reasonable and practicable steps to ensure that personal information which is inaccurate is erased or rectified without delay.

You have the right to request access to any of your personal information which we are holding.

You have the right to request that any of your personal information which we are holding be updated or corrected.

In order to request access, an update or a correction to your personal information, you may contact us using the details at the end of this Privacy Policy.

Keeping your information secure

By using this website, you agree to the terms of this Privacy Policy. You acknowledge, agree and accept that no transmission of information or data via the internet is completely secure. You acknowledge, agree and accept that we do not guarantee or warrant the security of information that you provide to us, and that you transmit such information at your own risk. However, we take the protection and storage of your personal information seriously.

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will also use technological and organisation measures to keep your information secure.

We will also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

We will use all reasonable efforts to secure your personal data at all times while using our website, notwithstanding you acknowledge that the internet is not entirely secure.

Complaints

We take customer satisfaction seriously.

If you have a complaint in relation to our handling of your personal information, we will endeavour to handle it promptly and fairly.



For your information, an overview of our complaints handling procedure is as follows:

1. Any complaints must be provided in writing either by email or regular mail, using the contact details at the end of this Privacy Policy. You must describe the nature of your complaint, using any relevant dates, people involved, and consequences that have occurred and what you believe should be done to rectify the issue.

2. The complaint will be handled by our complaints officer to review.

3. We aim to review all complaints within 7 days of receiving them (although this cannot be guaranteed). We will endeavour to respond to your complaint within 14 days.

4. If you are not satisfied with our response to your complaint, you may refer your complaint to the Office of the Australian Information Commissioner. Their details are:

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
Phone: 1300 363 992
Fax: 02 9284 9666

Changes to the Privacy Policy

This Privacy Policy was last updated on 1 April 2021.

We may change this Privacy Policy from time to time. You should check this Privacy Policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

Contact us

If you have any questions about this Privacy Policy or the information we hold about you, please contact us by:

Mail: Eco Essentials

Email: hello@ecoessentials.com.au

Phone: (02) 7910 9336