



## **ARTIS FIREPLACES : PRIVACY POLICY**

Effective Date: August 1, 2024

Artis Fireplaces Pty Ltd ("we", "our", "us") respects the privacy of our users and is committed to protecting the privacy of the information we collect from our customers ("user" or "you"). This Privacy Policy outlines our practices regarding the collection, use, and disclosure of personal information in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (Privacy Act).

This Privacy Policy applies to all your dealings with us, whether through personal visits to our showrooms, telephone, email, or other communications, including our online website [artisfireplaces.com.au] and any other media form, media channel, mobile website, or mobile application related or connected thereto (collectively, the "Site"). By using our website and services, you consent to the collection, use, and disclosure of your personal information as described in this Privacy Policy.

### **Collection of Personal Information**

We collect personal information to provide our products and services, respond to inquiries, improve our offerings, and meet legal obligations. The types of personal information we may collect include:

- Contact Information: Name, email address, phone number, postal address.
- Transactional Information: Details about purchases, order history, payment details.
- Website Usage Information: IP address, browser type, operating system, referring URLs, and browsing habits on our website.
- Mobile Device Data: Device information such as mobile device ID, model, and manufacturer, and information about the location of your device, if you access the Site from a mobile device.
- Third-Party Data: Information from third parties, such as personal information or network friends, if you connect your account to the third party and grant the Site permission to access this information.
- Data from Contests, Giveaways, and Surveys: Personal and other information you may provide when entering contests or giveaways and/or responding to surveys.

We collect personal information directly from you when you interact with us, such as when you visit our website, make a purchase, or contact us.

## **Use of Personal Information**

We use the personal information we collect for the following purposes:

- To provide and manage our products and services.
- To process transactions and send order confirmations.
- To respond to customer service requests and inquiries.
- To improve our website, products, and services.
- To send marketing communications, if you have opted in to receive them.
- To comply with legal obligations and protect our legal rights.
- To deliver targeted advertising, coupons, newsletters, and other information regarding promotions and the Site to you.
- To generate a personal profile about you to make future visits to the Site more personalised.
- To notify you of updates to the Site.
- To perform other business activities as needed.

## **Disclosure of Personal Information**

We may disclose your personal information to:

- Our employees, contractors, and service providers who need the information to provide our products and services.
- Third parties as required by law, such as regulatory authorities or law enforcement agencies.
- Third parties in the event of a merger, acquisition, or sale of our business.
- Third-party service providers, including payment processing, data analysis, email delivery, hosting services, customer service, and marketing assistance.
- Business partners to offer you certain products, services, or promotions.

We will not sell or rent your personal information to third parties for marketing purposes.

## **Security of Personal Information**

We take reasonable steps to protect the personal information we hold from misuse, loss, unauthorised access, modification, or disclosure. These measures include:

- Using secure servers and encryption.
- Restricting access to personal information to authorized personnel only.
- Regularly reviewing and updating our security practices.

Please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse.

## **Access to and Correction of Personal Information**

You have the right to request access to the personal information we hold about you and to request corrections if you believe it is inaccurate, out of date, incomplete, irrelevant, or misleading. To make a request, please contact us using the details provided below.

## **Use of Cookies and Tracking Technologies**

Our website uses cookies, web beacons, tracking pixels, and other tracking technologies to enhance your browsing experience. Cookies are small data files stored on your device. You can manage your cookie preferences through your browser settings. However, disabling cookies may affect your ability to use certain features of our website.

We may also use third-party software to serve ads on the Site, implement email marketing campaigns, and manage other interactive marketing initiatives. This third-party software may use cookies or similar tracking technology to help manage and optimise your online experience with us.

## **Third-Party Links**

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites. We encourage you to read the privacy policies of any linked websites you visit.

## **Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The updated policy will be posted on our website with the effective date. We encourage you to review this page periodically for the latest information on our privacy practices.

## **Image Disclaimer**

The images on our website are for reference purposes only. Actual product installations must adhere strictly to the installation manual instructions, industry standards (AS/NZ2918:2018), and local regulations. Artis Fireplaces Pty Ltd assumes no responsibility for any deviations from these guidelines and standards during installation. For precise and safe installation, please consult a qualified professional and refer to the official installation manual provided with your product.

## **Complaints**

If you believe we have breached the APPs or mishandled your personal information, you may lodge a complaint with us using the contact details provided. We will investigate your complaint and respond within a reasonable timeframe. By using our website and services, you consent to the collection, use, and disclosure of your personal information as described in this Privacy Policy.

## **Contact Us**

If you have any questions or concerns about this Privacy Policy or our handling of your personal information, please contact us at:

Artis Fireplaces Pty Ltd  
P.O Box 1232, Mornington VIC 3931  
Email: [info@artisfireplaces.com.au](mailto:info@artisfireplaces.com.au)  
Phone: 1300 851 304