

# GLOSSWOOD®

ARCHITECTURAL TIMBER

## PRIVACY POLICY

Glosswood Pty Ltd (ACN 099 996 933)

At Glosswood, we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, store and disclose your personal information when you interact with us, our website, or our products and services.

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

In this policy, “Glosswood”, “we”, “us” and “our” means Glosswood Pty Ltd (ACN 099 996 933).

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### What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who can reasonably be identified.

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### What personal information do we collect?

We may collect personal information including:

- your name and job title
- contact details such as phone number, email address and postal address
- business or company details
- transaction and purchase history
- enquiries, feedback or complaints
- information you provide when contacting us or requesting samples, quotations or technical information
- website usage information such as IP address, browser type, device information and pages visited

We may also collect demographic information such as postcode, interests and preferences where relevant to our services.

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### How do we collect personal information?

We generally collect personal information directly from you when you:

- contact us
- submit an enquiry
- request samples or quotations
- place an order
- subscribe to communications
- visit our website
- interact with us through social media or marketing activities

We may also receive information from third-party providers including analytics providers, payment providers, marketing platforms and publicly available sources.

If you choose not to provide certain information, we may not be able to provide products, services or support to you.

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## Website analytics and cookies

Our website may use cookies and analytics tools, including Google Analytics, to help us understand how visitors use the site and improve the user experience.

Cookies are small files stored on your device that help websites function more effectively and remember preferences between visits.

You can disable cookies through your browser settings; however some parts of the website may not function correctly if cookies are disabled.

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## Disclosure of personal information

We may disclose your personal information in connection with the purposes outlined in this Privacy Policy to:

- our employees, contractors and service providers, to the extent reasonably necessary to provide our products and services. This may include IT providers, website hosting providers, couriers, payment processors, mailing houses and administrative support providers;
- our professional advisers, including lawyers, accountants and other consultants, where reasonably required;
- suppliers, manufacturers and third parties with whom we maintain commercial relationships, for business, operational and marketing-related purposes;
- third parties involved in employment or recruitment processes where you have applied for a position connected to our business; and
- government authorities, regulators or other parties where disclosure is required or authorised by law. This may include law enforcement agencies, courts, tribunals or regulatory bodies within Australia.
- If our business structure or ownership changes, personal information may be transferred as part of that transaction.

We do not sell, rent or trade personal information to third parties. Your personal information will not otherwise be disclosed except as outlined in this Privacy Policy or where permitted by law.

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## How do we use your information?

We may use your personal information to:

- provide products and services
- process enquiries and transactions
- communicate with you about orders, projects or support requests
- improve our products, services and website experience
- provide marketing communications where appropriate
- maintain internal business records
- comply with legal obligations

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## Marketing communications

From time to time, we may send product updates, project inspiration, technical information or other communications we believe may be relevant to you.

You can opt out of marketing communications at any time by following the unsubscribe link in the communication or by contacting us directly.

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## Storage and Security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Personal information may be stored electronically using systems operated by us or trusted third-party service providers.

Where information is no longer required, we take reasonable steps to securely destroy or de-identify it.

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## Access and Correction

You may request access to the personal information we hold about you, or request that we correct inaccurate or outdated information.

To make a request, please contact us using the details below.

In some circumstances permitted by law, we may decline access requests.

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## Complaints

If you have a concern or complaint about how we have handled your personal information, please contact us and we will work with you to resolve the issue.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) via: [OAIC Website](#)

## Contact Us

Glosswood Pty Ltd (ACN 099 996 933)

Email: [info@glosswood.com.au](mailto:info@glosswood.com.au)

Phone: 1300 882 064

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## Changes to this policy

We may update this Privacy Policy from time to time. Any updated version will be published on our website.