

PRIVACY POLICY

Your privacy is very important to us.

This privacy policy explains what kind of personal data we collect when you use Thorpe & Co Sewing Machines website and how we handle such personal data.

We respect your privacy and will collect and process your personal data in compliance with the applicable legal requirements at all times. We will never rent or sell your personal data for marketing or other purposes.

COOKIES

Cookies are very small text files that are stored on your computer when you visit many websites. A cookie is a small amount of data that is transferred to the individual's browser by a Web server and can only be read by the server that gave it to the individual. It functions as the individual's identification card and enables us to record the individual's visit to the site. It cannot be executed as code or deliver viruses.

Our website uses cookies to ensure that you have the best user experience on our website. Cookies are used for such things as:

1. Remembering your shopping cart contents
2. Remembering your personal account information
3. To allow the collection of statistics

You can choose to change your browser settings not to allow our website to store cookies but some advanced functions of our website will not work without cookies (e.g. shopping cart).

Most browsers are initially set to accept cookies. An individual can set their browser to notify them when they receive a cookie, giving them the chance to decide whether to accept it or not. (For some Web pages that require an authorisation, cookies are not optional. Users choosing not to accept cookies will probably not be able to access those pages.)

Third-party social networks cookies: If you interact with the content of the website, third-party cookies may also be installed (for example, by clicking on social media buttons). Third-party cookies are those established by a domain different to Thorpe & Co Sewing Machines and subject to the relevant social network's policies.

VISITOR STATISTICS & WEBSITE USAGE

We use a range of tools provided by third parties, including Google, to collect or view website traffic information. These sites have their own privacy policies.

An individual can browse and access our website without revealing their identity.

We collect the following data from individuals who visit our website:

- The number of visits;
- Date and time of visits;
- Number of pages viewed; and
- How users navigate through the site.

While we use cookies to track individual visits to our website and our Web servers automatically log the IP/Internet address of an individual's computer, we do not use this information to identify the individual personally.

PERSONAL DATA

Personal data means any information relating to you. For example, personal data includes your name, address, phone number as well as your e-mail address.

WHAT TYPES OF PERSONAL DATA WE COLLECT

- (a) information that you provide by filling in forms on our site. This includes information provided at the time of registering as a customer and subscribing to our newsletter. We may also ask you for information at other times, for example in connection with a special promotion or when you report a problem with our site;
- (b) if you contact us, we may keep a record of that correspondence;
- (c) details of purchases that you make on our site and your personal data needed for the fulfilment of your orders, such as name, address and payment data;
- (d) details of your visits to our site and the resources that you access.
- (e) if you place an order and choose to pay via credit card , your credit card details are only stored for the processing of payment and will be deleted once payment is processed.

We only retain personal data for as long as it is necessary. Data may be archived as long as the purpose for which the data was used still exists.

HOW WE PROCESS YOUR PERSONAL DATA

- (a) to facilitate and coordinate sales and purchases and to provide services such as webinars.
- (b) to provide you, to the extent possible and reasonable, with a smoothly and accurately functioning website by monitoring and maintaining its performance (in particular, detecting and resolving issues and errors);
- (c) If you choose to subscribe to our Mailing List, we will further use the personal data collected for the provision and optimisation of our marketing measures via e-mail, in particular, the provision of our newsletter. Our Mailing list is strictly bound by Australian Privacy and Spam Act policies. You may choose to unsubscribe from our newsletter at any time by clicking on the "Unsubscribe" link at the top of each newsletter or by contacting us at enquiries@thecrewelgobelin.com.au
- (d) Further, we may process your web server information (in cooperation with your internet access provider and/or local authorities in cases of a system misuse in order to investigate and identify the originator of such system misuse.

DISCLOSURE OF YOUR INFORMATION

Your personal data is very important and helpful for us to provide and optimize our services to you. We do not share personal data with any third party, unless this (a) is necessary to fulfil our services (b) is permitted by applicable law; or (c) has been agreed by you. Insofar, we share personal data with third parties within the scope specified below:

In order to properly render our services we have to share your name and the delivery address with third-

party service providers (such as Australia Post) for logistics or processing services. Under no circumstances do we provide such personal data to these service providers for marketing purposes.

HOW WE KEEP PERSONAL DATA SECURE

While we take all necessary and reasonable steps to keep your information secure, no security system is impenetrable and, due to the inherent nature of the internet, we cannot guarantee that information, during transmission through the internet or while stored on our systems or otherwise, will be absolutely safe from unauthorized access by others. Your payments are handled over an encrypted connection . Access to personal data on our databases is subject to reasonable technical safeguards and is restricted to authorized staff on a strict need-to-know basis.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

YOUR RIGHTS

By using our service, making an application or visiting our website, you consent to the collection and use of your information and other activities as outlined in this policy.

You have the right:

- (a) to check whether we hold personal data about you and to access such data; in accordance with the Act, we have the right to and may charge a reasonable fee for processing any data access request
- (b) to require us to correct as soon as reasonably practicable any data relating to you that is inaccurate
- (c) to ascertain our policies and practices in relation to personal data and the kind of personal data held by us; and
- (d) to withdraw your consent to the use of your personal data for marketing purposes and we shall not use your personal data for marketing purposes after you communicate your withdrawal of consent to us
- (e) to have your personal customer data removed from our records

You may exercise your opt-out right by notifying us if you wish to withdraw your consent to the use of your personal data for direct marketing purposes. Please send requests to optout and for access to data, correction of data, deletion of data, information regarding policies and practices and kinds of data held, questions or complaints to:

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