



**PRIVACY POLICY**

# PRIVACY POLICY

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Effective date: 24 May 2021

At Ship Shape Homes, we are committed to protecting your privacy as a customer and an online visitor to our website. We use the information we collect about you to maximize the services that we provide to you. We respect the privacy and confidentiality of the information provided by you and adhere to the Australian Privacy Principles. Please read our privacy policy below carefully

## INFORMATION WE COLLECT FROM YOU

If you visit our website or use of our products and services, we may obtain the following information about you: name, company name, email address, telephone number, credit card details, billing address, geographic location, IP address, survey responses, support queries, blog comments and social media handles (together 'Personal Data').

Our services are not directed to persons under 18 and we do not knowingly collect Personal Data from anyone under 18. If we become aware that a child under 18 has provided us with Personal Data, we will delete that information immediately. If you are the parent or guardian of a child and you believe they have provided us with Personal Data without your consent, please contact us. You can review, correct, update or delete your Personal Data by either logging into your account and making the changes yourself or contacting us directly.

## HOW WE USE YOUR INFORMATION

### Personally Identifiable Information

We use the information we collect to deliver our services to you, including: communicating with you, providing technical support, notifying you of updates and offers, sharing useful content, measuring customer satisfaction, diagnosing issues and providing you with a personalised website experience.

Marketing communications are only sent to you if you have requested or subscribed to them. You can opt out of our marketing communications at any time by unsubscribing or emailing us and your request.

### Non-Personally Identifiable Information

We also use the information we collect in aggregated and anonymized forms to improve our services, including: administering our website, producing reports and analytics, advertising our products and services, identifying user demands and in meeting customer needs.

Any information you choose to make publicly available, such as blog comments and testimonials on our website will be available for others to see. If you subsequently remove this information, copies may remain viewable in cached and archived pages on other websites or if others have copied or saved the information. If any of the publicly available information is inappropriate or otherwise damaging, we will remove that information without notice to you.



### Privacy Policy

V 1.0 (24-05-2021)

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ABN: 21 138 105 227

[www.shipshapehomes.com.au](http://www.shipshapehomes.com.au)

## **STORAGE AND SECURITY OF YOUR INFORMATION**

We use all reasonable means to protect the confidentiality of your Personal Data in our possession or control. All information we receive is stored and protected on secure servers from unauthorized use or access. Credit card information is encrypted before transmission and is not stored by us on our servers.

We may transfer information about you, including Personal Data for storage and processing in countries other than Australia. If your Personal Data is transferred it will only be to countries that have adequate privacy protections.

We retain your personal information for as long as needed to provide services to you and as otherwise necessary to comply with our legal obligations, resolve disputes and enforce agreements. In the event there is a breach of our security and your Personal Data is compromised, we will promptly notify you in compliance with the applicable law.

## **COOKIES AND PIXELS**

We use cookies and pixels to allow us to tailor our website to your needs and preferences. Cookies do not access information stored on your computer or any Personal Data (e.g. name, address, email address or telephone number). You can choose to reject cookies by changing your browser settings.

This may prevent you from using our website fully. Cookies and pixels may also be used to serve ads to website visitors through third party services such as Google Adwords and Facebook Adverts. These ads may appear on this website or other websites you visit.

## **SHARING YOUR INFORMATION WITH THIRD PARTIES**

We do not and will not sell or deal in Personal Data or any customer information. Your Personal Data details are only disclosed to third party suppliers if required by law, for goods or services which you have purchased, for payment processing or to protect our copyright, trademarks and other legal rights.

To the extent that we do share your Personal Data with a service provider, we would only do so if that party has agreed to comply with our privacy standards as described in this privacy policy and in accordance with applicable law. Our contracts with third parties prohibit them from using any of your Personal Data for any purpose other than that for which it was shared.

## **DISCLOSURE OF YOUR INFORMATION**

We may from time to time need to disclose certain information, which may include your Personal Data, to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request. Also, we may use your Personal Data to protect the rights, property or safety of Ship Shape Homes, our customers or third parties.

If there is a change to one of our businesses (whether by merger, sale, transfer of assets or otherwise) customer information, which may include your Personal Data, may be transferred to a purchaser under a confidentiality agreement. We would only disclose your Personal Data in good faith and where required by any of the above.



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## **LINKS TO OTHER WEBSITES**

This website may contain links to other websites. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites.

Please be aware that we are not responsible for the privacy practices of such other websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personally identifiable information. This privacy policy applies solely to information collected by this website.

## **CHANGE IN PRIVACY POLICY**

This policy is subject to change. We may modify this policy at any time and all modifications will be effective immediately upon our posting on this website. Please return periodically to review our privacy policy.

## **CONTACT US**

If you have any questions or concerns at any time about our privacy policy or the use of your Personal Data, please contact us at [hello@ShipShapeHomes.com.au](mailto:hello@ShipShapeHomes.com.au) and we will endeavour to respond within 48 hours.



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