

Colomba Property Pty Ltd trading as Colomba® and Cleaners for Seniors (ABN 21 620 872 166) (referred to in this document as we, us or our) respects the rights and privacy of all individuals and is committed to protecting any personal information that we collect from you. We are bound by the Privacy Act 1988 (Privacy Act), Australian Privacy Principles (APP's) and registered privacy codes that govern the way in which we must manage your personal information.

This policy describes how we collect, use, disclose and otherwise manage personal information about you and is provided free of charge.

1. Collection of Personal Information

Purpose of collection

The personal information that we collect and hold about you, depends on your interaction with us. Generally, we collect, use and hold your personal information for the purposes of:

- providing products or services to you or someone else you know;
- providing information about our products or services to you or someone else you know;
- providing you with newsletters, information and other communications;
- involving you in promotions and other marketing activities undertaken by us;
- administering our relationship with you by responding to your enquiries and providing you with information about our events, products and services that may be of interest to you;
- facilitating our internal business operations, including the fulfilment of any legal requirements;
- analysing our services and customer needs with a view to improving those services;
- any other purpose listed on a collection statement at the point of collection;
- any other way made clear at the time of collecting personal information; and
- assisting us in obtaining your products and services (if you are a provider of products and/or services to us).

What types of information are collected?

We may collect and hold personal information about you, that is, information that can identify you, and is relevant to providing you with the services or products you are seeking. This personal information may include details such as:

- Your name, age/date of birth, gender, job title, phone numbers, email, home and postal addresses;
- Other personal information relating to your interests, experiences and preferences;
- Power of Attorney or next of kin contact details;
- Your preferences for receiving further marketing or promotional material; and
- Employment or trading history and any business, company or related entity you are involved with. The choice of how much information you provide to us is yours.

Method of collection

We collect personal information through various means including:

- directly from you, through the use of any of our standard forms, over the internet via email, or through a telephone or face to face conversations with you;
- through our website, Facebook page or other social media websites and mobile applications; and
- Indirectly from third parties acting on your behalf, for example, from real estate agents, aged care facilities, retirement villages, Power of Attorney, and your family or friends acting on your behalf.

Failure to provide correct information

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the services you, or they, are seeking.

If you choose to remain anonymous or use a pseudonym when you deal with us, in some instances, we may not be able to provide you with the requested product or service, allow you to participate in promotional activities or obtain the product or service you are offering.

As a result, we may need to cease existing sales processes, suspend, cancel or renew a contract (subject to its terms and conditions and relevant laws), withdraw an invitation or offer or decline your entry into a competition.

Internet users

If you access our website, we or our IT service providers may obtain information using technologies such as cookies, tags, web beacons, and navigational data collection (log files, server logs, and clickstream data) to better understand your user experience. For example, we or our IT service providers may collect information like your IP address or domain name, the date, time and duration of visits and which webpages were accessed and/or linked to our website.

This information does not in itself identify you and is used to measure the number of visitors to the website and how it was navigated. This information assists us to make the website more useful to you.

2. How we use and disclose Personal Information

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as previously mentioned). We may disclose personal information about you to:

- our related entities and other organisations with whom we have affiliations;
- third party service providers who assist us in operating our business, and these service providers may not be required to comply with our privacy policy. By giving us your personal information, you consent to the disclosure of this information. By consenting to the disclosure of your information, Australian Privacy Principle 8.1 will not apply and you agree that we do have to take reasonable steps to ensure the information is treated in accordance with the APPs;
- to credit reporting agencies and courts, tribunals, regulatory authorities where customers fail to pay for goods or services provided by us to them;
- to courts, tribunals, regulatory authorities, and law enforcement officers as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights; and
- other organisations, such as the police, in some circumstances where the law permits or requires us to use or disclose personal information for other purposes, for instance, to respond to a serious threat to a person's life or to public health or safety, or suspected unlawful activity.

If there is a change of control of our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser. We would seek to only disclose information in good faith and where we have sought to maintain confidentiality.

Direct Marketing

If you provide us with your personal information and you consent to receiving direct marketing communications from us, you authorise us to send you promotional messages and materials related to our products and services, unless you submit a later request not to receive direct marketing communications.

Our direct marketing messages and materials will contain a prominent statement (including, for electronic messages, a functional unsubscribe facility) that you may request not to receive direct marketing communications.

If you do not wish to receive marketing or other communications from us, please submit a request not to receive direct marketing communications or use the unsubscribe facility provided in the most recent communication from us or contact us on the details provided.

3. Security of your information

We store your personal information in different ways, including in paper and electronic format. We take reasonable steps to ensure the security of all information we collect from risks such as loss or unauthorised access, destruction, use, modification or disclosure of data. For example, your personal information is maintained in a secure environment which can be accessed only by authorised personnel. However, no data transmission over the internet or information stored on servers accessible through the internet can be guaranteed to be fully secure. We cannot guarantee the security of any information that you transmit to us or receive from us. The transmission and exchange of information is carried out at your own risk.

4. Access and correction of personal information

You may request access to your personal information collected through this website at any time, by making a written request. Please send an email at the contact address shown on our website and we will respond to your request within a reasonable period. We may charge you a reasonable fee for providing access to your personal information (but not for making a request for access). We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will provide you with a written notice that sets out the reasons for the refusal (unless it would be unreasonable provide those reasons). If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is incorrect, incomplete or out of date, please advise us and we will update it. We will take reasonable steps to correct the information so that it is accurate, complete and up to date. If we refuse to correct your personal information, we will provide you with a written notice that sets out the reasons for our refusal (unless it would be unreasonable to provide those reasons) and provide you with a statement regarding the mechanisms available to you to make a complaint.

If you believe that any information, we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at the contact address shown on our website. We will respond to any request within a reasonable time and will endeavor to promptly correct any personal information found to be incorrect so that the personal information is accurate, up to date, complete, relevant and not misleading.

5. Links to other Websites

Our website and Facebook page may contain links to other websites, applications or social media pages. We are not responsible for the privacy practices or content of linked websites. We do not have any control over those websites. We are not responsible for or liable for the protection and privacy of any information which you provide whilst visiting such websites, and such websites are not governed by this privacy policy. It is your responsibility to investigate the privacy policies of those other sites.

6. Changes to this Privacy Statement

You should check this page regularly to ensure that you are at all times aware of our current privacy policy. The current version of our privacy policy is effective from 1 November 2019.

Our privacy policy may be amended from time to time particularly as new rules, regulations and industry codes are introduced. Any amendments to our privacy policy will be shown on this page. Your continued use of our website following any such amendments will be deemed to be confirmation that you accept those amendments.

7. Complaints and feedback

If you wish to make a complaint about a breach of the Privacy Act, Australian Privacy Principles or a privacy code that applies to us, or to provide feedback, please contact us as set out below and we will take reasonable steps to investigate the complaint and respond to you.

You may contact us by mail, email or telephone as follows:

Mail: Unit 51, 15 Heathfield Road Coolumb Beach Qld 4573
Email: info@colomba.com.au
Phone: 0402 126 157

If you are not happy with our response, you may complain directly to the federal Information Commissioner.

If you have any queries or concerns about our privacy policy or the way we handle your personal information, please contact our privacy officer at:

Address: Level 2 200 Adelaide Street, Brisbane 4000
Email: support@console.com.au
Phone: 1300 131311

More information

For more information about privacy in general, you can visit the federal Information Commissioner's website at <http://www.oaic.gov.au>

If you have any concerns or questions, please use contact details as found above. Thank you for taking the time to read our Privacy Statement.