

Bribie Island

W E D D I N G S

Privacy and Cookies Policy

50 Verdoni St, Bellara, Bribie Island, Qld 4007

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Introduction

This privacy policy has been developed in accordance with Australian Privacy Principles¹ (APPs) and embodies commitment to protecting personal information. Bribie Island Weddings Pty Ltd (BIW) employees, contractors, and agents are subject to The Privacy Act 1988 and to the requirements APPs of the contained in the Privacy Act. This privacy policy applies solely to information collected by Bribie Island Weddings Pty Ltd in store and through our website.

This policy should be read if you are:

- a customer/client;
- a potential customer/client;
- a current or past employee;
- a contractor, consultant, or supplier of goods or services;
- an applicant for a tender;
- a policy stakeholder;
- a person seeking employment with Bribie Island Weddings Pty Ltd;
- any other individual whose personal information we may collect or hold from time to time.

The purpose of this privacy policy is to:

- describe type of personal information that we collect, hold, use, and disclose;
- outline our personal information handling systems and practices;
- enhance the transparency of our management of personal information;
- explain our authority to collect your personal information, why it is held by us, how it is used and how it is protected; and
- notify whether we are likely to disclose personal information if at all and to whom.

Information covered under this privacy policy

This policy has been developed in accordance with the Australian Privacy Principle¹ and embodies our commitment to protecting the privacy of personal information covering how it is collected and handled, including sensitive information.

Sensitive information means personal information about you that is of a sensitive nature such as credit card details. Special requirements apply to the collection and handling of sensitive information. This policy is not intended to cover handling commercially sensitive information other than personal information.

Under APPs we will only collect information for a lawful purpose that is reasonably related to one or more purposes for which we collect information viz marketing analysis.

¹ Guide to developing an APP privacy policy May 2014 - Australian Government Office of the Australian Information Commissioner pp 1-17.

Types of personal information collected

We collect a broad range of personal information relating to:

- employment and personnel matters for our staff and contractors (including security assessments);
- the management of contracts;
- the management of fraud and compliance investigations;
- complaints (including privacy complaints) made and feedback provided to us;
- request made to use under the Freedom of Information Act 1982.

The personal information may include but is not limited to:

- your name, address, and contact details (eg phone, email, and fax);
- information about your personal circumstances (eg marital status, age, gender);
- information about your financial affairs (eg payment details, bank account details);
- information about your identity (eg date/year of birth);
- information about your employment (eg work history, referee comments, remuneration);
- information about your background (eg qualifications); and
- information about entitlements under Australian Government legislation.

We may only collect sensitive information from you:

- where you provide your consent; or
- where required or authorised by law; or
- where a permitted general situation exists such as to prevent a serious threat to safety.

Sometimes personal information is not sought by us but is delivered or sent to us by either the individual or a third party without prior request.

Where unsolicited information is received by us, we will, within a reasonable period, determine whether that information is directly related to one or more of our functions or activities. If this cannot be determined, we will, as soon as practicable, destroy or de-identify the information.

How we collect personal information

We primarily use forms, online, and other electronic, or paper correspondence to collect your personal information. By signing paper documents or agreeing to the terms and conditions and disclaimers for electronic documents you are consenting to the collection of any personal information you provide to us.

We may also collect your personal information if you:

- communicate with us by telephone, mail, email, or SMS;
- attend a face to face meeting or event conducted by us or our contractors;
- use our websites, \ www.bribieislandweddings.com.au, \ www.bribieislandweddingsexpo.com.au or
- interact with us on our social media platforms, Facebook, and Instagram.

In certain circumstances we may collect and receive personal information about you from third parties including other Australian Government agencies and state and territory governments. Only designated BIW personnel will have access to your personal information.

Remaining anonymous or using a pseudonym

We understand that anonymity is an important element of privacy and you may wish to remain anonymous, or use a pseudonym when interacting with us.

In many cases this will be impractical and we strongly advise that to enjoy our product and services that you rethink this attitude. This is particularly pertinent to resolve a dispute or for us to provide you with our services.

Information collected by our contractors

Under the Privacy Act, we are required to take contractual measures to ensure that contracted service providers (including subcontractors) comply with the same privacy requirements applicable to us.

Storage and data security

We hold personal information in a range of paper-based and electronic records, including cloud computing.

Storage of personal information (and the disposal of information when no longer required) is managed in accordance with the Australian Government's records management regime, including the *Archives Act 1983*, Records Authorities and General Disposal Authorities. This ensures your personal information is held securely.

Data security

We take all reasonable steps to protect the personal information held in our possession against loss, unauthorised access, use, modification, disclosure or misuse.

Access to your personal information held by us is restricted to authorised persons who are employees or contractors, on a need to know basis.

Electronic and paper records containing personal information are protected in accordance with Australian Government security policies including the Protective Security Policy Framework and the Information Security Manual.

We conduct regular audits to ensure we adhere to these policies.

Data quality

We take all reasonable steps to ensure that the personal information we collect is accurate, up-to-date, complete, relevant, and not misleading.

These steps include responding to requests to correct personal information when it is reasonable and appropriate to do so.

Audits and quality inspections are also conducted from time to time to ensure the accuracy and integrity of information, and any systemic data quality issues are identified and resolved promptly.

Periodically Bribie Island Weddings Pty Ltd may request you to review your data to ensure our records are current. However, this is highly unlikely in that our services are not ongoing like that of regular retail stores.

Purposes for which information is collected, held, used, and disclosed

We collect personal information for a variety of different purposes relating to our functions and activities including:

- performing our employment;
- policy development, research, marketing, and evaluation;
- complaints handling;
- contract management; and
- management of correspondence with the public.

We use and disclose personal information for the primary purposes for which it is collected of which you will be aware of at the time the information is collected.

We will only use your personal information for secondary purposes where we are able to do so in accordance with the Privacy Act. This may include where you have consented to this secondary purpose, or where the secondary purpose is related (or if sensitive information, directly related) to the primary purpose. Where you would reasonably expect us to use or disclose the information for the secondary purpose, where it is required or authorised by law or where a permitted general situation exists such as to prevent a serious threat to safety.

Likely secondary purposes for which we may use or disclose your personal information include but are not limited to: quality assurance, auditing, reporting, research, evaluation and analysis, and promotional purposes.

Accidental or unauthorised disclosure of personal information

We will take seriously and deal promptly with any accidental or unauthorised disclosure of personal information. BIW follows the OAIC's *Data breach notification — A guide to handling personal information security breaches* when handling accidental or unauthorised disclosures of personal information.

Legislative or administrative sanctions may apply to unauthorised disclosures of personal information.

Information Collection, Use, and Sharing

Bribie Island Weddings Pty Ltd is the sole owner of information collected on site, through completed forms or direct contact from you. We access and collect only information that you voluntarily supply by these methods. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organisation, other than as necessary to fulfil your request such as freighting an order.

Unless you ask us not to, we may contact you via email in the future to complete a survey.

Your Access to and Control Over Information

You may opt out of any future contacts from us at any time, or to correct, or modify your details that we have.

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Whenever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for *https* at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing, or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

Updates

Our Privacy Policy may change from time to time and all updates will be posted on our webpage.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via listed mobiles and email address.

Orders

We request information from you on our order form. To buy from us, you must provide contact information (such as name and address of function or receipt of goods) and financial information (such as credit card number, expiration date) unless you opt to use agencies like PayPal. This information is used for billing purposes and to fill your orders. If we have trouble processing an order, we'll use this information to contact you.

We use cookies to track site visitors, and to help improve your access to our site and to identify repeat site visitors.

Cookies

Cookies are used on our websites. A cookie is a pieces of data stored in your web browser to help improve your access to our site and to identify repeat visitors to our site. When you use and access our Service, we may place a number of cookie files in your web browser. Usage of a cookie is in no way linked to any personally identifiable information on our site.

Some of our business partners may use cookies on our site (for example advertisers). However, we have no access to or control over these cookies.

We use cookies for the following purposes: to enable certain functions of our Service, to provide analytics, to store your preferences, to enable advertisements delivery, including behavioural advertising.

We use both session and persistent cookies on the Service and we use different types of cookies to run the Service:

We may use essential cookies to authenticate users and prevent fraudulent use of user accounts.

If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser.

Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer, you may not be able to store your preferences, and some of our pages might not display properly.

You can learn more about cookies and following third-party websites on:

- AllAboutCookies: <http://www.allaboutcookies.org/>

Links

Our web site contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Surveys

From time-to-time our site requests information via surveys. Participation in these surveys or contests is completely voluntary and you may choose whether or not to participate and therefore disclose this information. Information requested may include contact information (such as name, address), and demographic information (such as postcode, age). Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site and our services.