

Privacy Policy

Kimmi.10 Personalised Products & Gifts (ABN 37 583 354 070) (**Kimmi.10**) and its related entities ("**we**", "**us**", and "**our**") is subject to the National Privacy Principles under the *Privacy Act 1988 (Cth)* and as amended from time to time.

This Privacy Policy explains in general terms how we will obtain, respect, and protect your privacy. It will apply to any personal information you provide to us in connection with your response to our marketing materials, registration of our product warranties, use of our website including by way of purchasing our products or the use of our services.

This Privacy Policy will also apply to any personal information about you that is provided to us by someone else.

You must read our privacy policy prior to disclosing any personal information or utilising our websites. Any disclosure of information or use of our website constitutes your acceptance of the policy outlined herein and you acknowledge and agree that we may utilise your personal information in accordance with this policy.

We are committed to managing your personal information in accordance with the National Privacy Principles of Australia.

What Information We Collect

The kinds of personal information that we collect will vary depending upon our interaction with you but may include:

- your name, address and other contact details (like your telephone number);
- your email address;
- transaction details relating to any purchase(s) that you have made with us or that have been made on your behalf;
- credit card details, if you make a purchase with us;
- any preferences that you select; and
- any other personal information which may be required in order to facilitate your dealings with us.

How We Collect Information

Generally, we collect personal information when you:

- make a purchase through our website;
- indicate that you wish to receive news, offers or other marketing material from Kimmi.10;
- make an inquiry or a complaint; or
- have other dealings with us, for example, via social media or in person, over the phone or when you write to us.

How We Use Your Personal Information

Kimmi.10 uses personal information for the primary purpose for which we have collected it or for other closely related secondary purposes. Our potential uses of personal information which Kimmi.10 collects (and for which you consent to us using your personal information for) may include:

- to process and fulfil your orders for goods, products, or other items from us;
- to contact you if there is a problem with your order or to provide after-sale advice to you;
- to assist in identifying ways in which we can provide you with a better service, or enhance your experience of our website and mobile site or other services;
- so that we can promote our products and services to you and the products and services;
- detecting and preventing fraud;
- for business research and development of new products and services;
- to facilitate the competitions, special offers and promotions that we run;
- displaying content and advertising that are customised to your interests, preferences and experiences;
- verifying your identity;
- so that we can respond to inquiries and complaint handling;

- for the purposes of obtaining legal and other professional advice; and
- to comply with our legal and regulatory obligations and enforce our legal rights.

Direct Marketing and Research

As set out above, Kimmi.10 may use personal information about you for marketing and research purposes. However, you can manage your Kimmi.10 communication preferences by contacting our Privacy Officer. In addition, the marketing communications that we send you may also contain information on how to unsubscribe from those communications.

Disclosure of Personal Information to Third Parties

We may disclose your personal information to third parties, including for example, transportation businesses, for the primary purpose for which the information was collected or for related purposes, to provide you with a service or information that you requested or consented to receive from us.

We may also disclose your personal information to various law enforcement agencies and government authorities.

We may use your personal information to establish, exercise or defend a legal or equitable claim.

We may use your personal information for the purposes of confidential alternative dispute resolution.

We may engage third party contractors to perform services for us which involve the contractor handling personal information we hold. For example, we may engage third party contractors to:

- provide delivery services
- provide email and mail handling services
- provide electronic funds transfer services, credit card account processing and related services
- provide information technology services such as data storage, website hosting, communication networks, software and system development and maintenance

In these situations, we take steps to prohibit the third party from using personal information about you except for the specific purpose for which we supply it to that third party contractor.

Other than the above and as otherwise expressly stated elsewhere in this Privacy Policy, we will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

Cookies, Tracking and Advertising

For each visitor to our website, our server automatically recognises and stores the visitor's IP address. In addition, our website uses cookies. To enhance your experience when using our website, these cookies may automatically collect information from you such as your postcode, preferences, region, and sign in username (if applicable). Our website may also carry third party cookies, which automatically collect anonymous information from you, such as your demographics and interests. This information may be disclosed to third parties for the purpose of providing you, and others, with a more targeted advertising experience both on and off the Kimmi.10 website. Most web browsers are set by default to accept cookies. However, if you do not wish to receive any cookies you may set your browser to either prompt or refuse cookies. Note that rejecting cookies will disable certain features in the use of our website. We also use cookies for tracking the statistics of our website. This allows us to better understand our users and improve the layout and functionality of our website. This tracking is conducted in such a way to ensure the anonymity of visitors.

Access to and Correction of Information About You

We will, on request, provide you with access to the information we hold about you, unless there is an exception which applies under the Australian Privacy Principles, including for the purpose of correcting or updating that information. We may recover from you our reasonable costs of supplying you with access to the information we hold about you but will not charge you for lodging the request itself. Access to personal information will be given to you in the manner requested if it is reasonable to do so. Your request to provide access to this information will be dealt with in a reasonable time.

If we refuse to provide you with access to the information we hold about you, we will provide you with written reasons for the refusal and inform you of any exceptions relied upon under the Australian Privacy Principles.

Keeping Your Personal Information Up to Date

We take reasonable steps to ensure that the personal information we hold about you is relevant, accurate, complete, and up-to-date whenever we collect or use it. If the personal information we hold about you is inaccurate, incomplete, or out-of-date, please contact us and we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

Unsolicited information

We may receive personal information that we have not actively sought to obtain. We will only retain this information if it is necessary for the purposes of our dealings with you. Any information that is not relevant to our relationship with you shall be destroyed or de-identified.

Storage and Security of Your Personal Information

We take reasonable steps to protect the security of your personal information in accordance with this Privacy Policy. Unfortunately, no data transmission over the internet can be guaranteed to be totally secure.

While we strive to protect such information, we cannot ensure or warrant the security of any information you transmit to us or obtain from our online services (if relevant). Accordingly, use is at your own risk.

Once any personal information comes into our possession, we will take reasonable steps to protect that information from misuse and loss and from unauthorised access, modification, interference, or disclosure. Once personal information is no longer needed, it will be permanently de-identified or destroyed.

Resolving Your Concerns

If you wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used please forward your request, complaint, or query to the address below. We will respond to your query or complaint as soon as possible.

Changes to this Privacy Policy

We may amend this Privacy Policy as our business requirements or the law changes. Any changes to this Privacy Policy will be updated on www.kimmi10.com.au, so please visit www.kimmi10.com.au periodically to ensure that you have our most current Privacy Policy.

Further Information

For further information about the protection of your privacy, please visit the Australian Federal Privacy Commissioner's website at www.privacy.gov.au.

Feedback and Questions About Privacy

If you have any questions regarding this Privacy Policy, please contact our Privacy Officer at:

Email: hello@kimmi10.com.au

Phone: 0422 623 299

Post: 4 Colac Court, Cornubia QLD 4130