



# *LIVVY lady*

## *Privacy Policy*

### INTRODUCTION

At LIVVY lady we seek to provide the best possible products and service to our customers. To achieve this, we may need to collect personal information about you and your order details. This Privacy Policy explains how LIVVY lady and its affiliates collect, use, disclose, and protect information that applies to our products and services, and your choices about the collection and use of your information.

It is important for us to ensure you are confident that any personal information you provide to us is treated in the appropriate manner and with the appropriate degree of privacy. This Privacy Policy is governed by the Privacy Act 1998 (Cth).

### WHAT DOES "PERSONAL INFORMATION" MEAN?

Personal information means information about an identified individual, or an individual who is reasonably identifiable.

If you give us information about another person, you must make sure that you are authorised to give us that information. Please ensure you inform that person of who we are and that we may use and disclose their personal information in accordance with this privacy policy.

## WHAT PERSONAL INFORMATION DO WE COLLECT?

The types of information we collect, depending on the type of matter we are conducting for you, include:

- name;
- contact details (e.g. address, telephone number, email address);
- banking information (e.g. credit card number);
- your interest in our products, services and events;
- any other information which we require to promote our goods and/or services.

## HOW DOES LIVVY LADY COLLECT YOUR PERSONAL INFORMATION?

We will always collect your personal information directly from you where possible.

Collection of your personal information may occur in a number of ways including:

- taking instructions from you (in person, by telephone or by electronic communication);
- if required via a verification of identity process;
- you entering data into our website;

## HOW DOES LIVVY LADY HOLD YOUR PERSONAL INFORMATION

We hold personal information electronically: on internal servers; with electronic storage being in Australia. We access electronic data from internal servers by secure login/connection. We withhold your information independently and follow to correct confidentiality and security procedures to ensure your information remains private.

## THE PURPOSE OF COLLECTING AND USING YOUR PERSONAL INFORMATION

LIVVY lady collects and holds personal information about you in order to provide our products and services to you and conduct our business. Personal information is used only for the purpose for which it is submitted or for other secondary purposes that are related to that purpose, unless we disclose other uses in this privacy policy or at the time of collection.

We collect your personal information for purposes including:

- supplying to you the products which you have requested from us;
- carrying out the functions and activities of our business as a apparel product provider;
- sending you statements and invoices and collecting payments from you;
- enabling your access to website services;
- providing you with news updates;
- conducting feedback surveys;
- sending to you marketing communications;
- inviting you to seminars or product launches.

#### WHO DOES LIVVY LADY DISCLOSE YOUR PERSONAL INFORMATION TO?

We may disclose your personal information to a person outside of LIVVY lady:

- where necessary in connection with the purpose for which it was collected; or
- if required by law; or
- if you consent to the disclosure; or
- otherwise as permitted by the *Privacy Act 1988* (Cth).

Some examples of persons outside LIVVY lady to whom we may disclose your personal information are:

- financiers (for the purposes of obtaining funds or issues relating to payment of goods sold);
- contractors (who provide administrative, secretarial, delivery or postal, information technology, accounting or debt collection services to us).

#### DOES LIVVY LADY DISCLOSE YOUR PERSONAL INFORMATION OVERSEAS?

We generally do not disclose your personal information to overseas recipients otherwise than in accordance with your instructions.

#### THE SECURITY OF YOUR PERSONAL INFORMATION

LIVVY lady will take reasonable precautions to safeguard personal information that is held by us, either on a physical file or on computer, from loss, misuse, unauthorised access, modification or disclosure.

To ensure that your personal information is secure, LIVVY lady employs a number of means, including:

- limiting physical access to our premises;
- password protection on all devices;
- maintaining up to date security on our computer systems;
- requiring any third party providers to have acceptable security measures to keep your personal information secure;
- employees are bound by an obligation of confidentiality.

When LIVVY lady no longer requires your personal information and the order has been completed we will file your information electronically for future purchases and securely destroy the physical file.

#### ACCESSING YOUR PERSONAL INFORMATION

At any time you may give notice to LIVVY lady that you wish to access your personal information that we hold. In order that this information can be made available to you, notice is required so that we may have the documentation ready for your inspection. We will endeavour to handle all requests for access to personal information within a reasonable time. We may in certain circumstances deny you access to your personal information if permitted by law (for example, where giving access would have an unreasonable impact on the privacy of other individuals). If we deny you access to your personal information, reasons for that denial will be provided. When you access your personal information, we may require proof of identity from you and will require you to sign a document stating that you have accessed your information.

#### ENSURING YOUR PERSONAL INFORMATION IS UP TO DATE

The effective and proper conduct of your orders can only occur when the personal information that we hold is current and up to date. In this regard it is important that, during the course of your relationship with LIVVY lady, you notify us of any changes to your personal information which we hold, including your contact details. If personal information we hold about you is not accurate you may request that it be corrected.

## COMPLAINTS ABOUT BREACHES OF PRIVACY

If at any time you believe that LIVVY lady has wrongfully disclosed your personal information or has breached this privacy policy, then you may lodge a complaint with us.

If you are not satisfied with the response you receive from LIVVY lady, you may contact the Australian Information Commissioner <https://www.oaic.gov.au/>.

## CONTACT

Our contact details for accessing your personal information, requesting that our record of your personal information be corrected, or to complain about a breach of privacy are as follows:

Contact: Privacy Officer

Email: [hello@livvylady.com](mailto:hello@livvylady.com)

Telephone: 0403 013 719

Address: PO Box 371, Nerang QLD 4211

## CHANGES TO THIS PRIVACY POLICY

We may change this privacy policy from time to time. Changes will be published to our website.