

## PRIVACY POLICY

**F.L. Costello & Co Pty Ltd, F.L. Costello & Co (Sydney) Pty Ltd, F.L. Costello & Co (QLD) Pty Ltd and F.L. Costello & Co (SA) Pty Ltd, collectively referred to as F.L. Costello & Co, recognise that your personal information is important to you and that you are concerned with its collection, use and disclosure. F.L. Costello & Co complies with the Australian Privacy Principles as set out in the Privacy Act 1988 (Cth) which set clear standards regarding these activities.**

### **Why does F.L. Costello & Co collect, hold, use and disclose personal information?**

F.L. Costello & Co collects, holds, uses and discloses personal information for a number of purposes connected with our business operations, which include:

- fulfilling orders and delivering the products and/or services you have purchased;
- addressing requests, inquiries, complaints, consumer guarantee or warranty claims and other customer care or brand protection-related activities;
- facilitating the process of refunding or exchanging a product;
- undertaking any necessary activities in compliance with legal, governmental or regulatory requirements, or in connection with legal proceedings, crime prevention, detection or prosecution.

In most cases, you are not obligated to furnish the personal information we request. However, if you opt not to provide such information when required, it may hinder our ability to deliver the goods and services you desire or address any requests, inquiries or complaints you may have.

### **What personal information does F.L. Costello & Co collect?**

The kinds of personal information we collect or which we may hold about you may include:

- your name;
- your address;
- your date of birth;
- your telephone number(s);
- your e-mail address;
- information about your employer or an organisation who you represent;
- payment information;
- transaction information;
- information on how you use our products and services; and
- any additional personal information you provide to us, or authorise us to collect, as part of your interaction with F.L. Costello & Co.

### **How does F.L. Costello & Co collect your personal information?**

We collect personal information in a number of ways including:

- when you make purchases of goods or services from us (whether online, in-store, over the telephone or by email);
- when you pick up goods you've ordered from us;
- when you open an account with us;
- when you request a refund or exchange for a product;
- when you subscribe to our catalogues or mailing lists;
- when you submit an inquiry using one of our websites;

### **How does F.L. Costello & Co hold your personal information?**

We may store your personal information electronically or in hard copy formats.

Our websites do not necessarily use encryption or other technologies to ensure the secure transmission of information via the internet. Users of our websites are encouraged to exercise care in sending personal information via the internet.

### **Cookies**

The F.L. Costello & Co websites may use 'cookies'. Cookies are a small text file stored by your web browser on your computer system. We collect certain information such as your device type, browser type, IP address, pages you have accessed on our websites and on third-party websites. In order to view our websites you do not need to enable your browser to accept cookies, however if you choose to 'reject cookies' some information may not be available.

### **Can I deal with F.L. Costello & Co anonymously?**

F.L. Costello & Co will provide individuals with the opportunity of remaining anonymous or using a pseudonym in their dealings with us where it is lawful and practicable (for example, when making a general enquiry). Generally, it is not practicable for F.L. Costello & Co to provide costing estimates or deal with individuals anonymously or pseudonymously. If we do not collect personal information about you, you may be unable to utilise our products or services.

### **Marketing**

This collection of personal information allows us to better respond to our customer enquires and ensures our staff can contact you to follow up on requests. If you consent, we may also use your information to keep you informed about our business, our products and services or to provide you with special offers or announcements.

We will not use your personal information for a purpose other than that for which it was collected unless you have consented, or unless the purpose is directly related to the purpose for which the information was collected.

### **Sharing your personal information**

We will only disclose personal information to other F.L. Costello & Co companies, or to third parties who have been appointed by F.L. Costello & Co to perform services directly related to the gathering of the personal information. F.L. Costello & Co will require these third parties to keep any personal information confidential and not use or disclose it for any purpose other than the purpose of performing the services. Your personal information will not be provided to another company for their independent use.

### **Does F.L. Costello & Co disclose your personal information overseas?**

Unless we have your consent, or an exception under the Australian Privacy Principles applies, we will only disclose your personal information to overseas recipients where we have taken reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles in relation to your personal information.

F.L. Costello & Co works with service providers, including credit card processors, from across the globe. It is likely that your personal information will be disclosed to overseas recipients.

### **Security of your personal information**

We will take reasonable precautions to protect your personal information in our possession from loss, misuse and unauthorised access, disclosure, alteration and destruction.

### **How can I access, correct and update my personal information?**

Upon your request, F.L. Costello & Co will provide access to your personal information that we hold (except in certain circumstances set out in the Privacy Act 1988 (Cth)). You will not be charged for making a request to access your personal information, but F.L. Costello & Co reserves the right to charge you an administration fee of \$25 for the time and expense incurred in compiling information in response to your request.

You also have the option to request the correction of any personal information held by F.L. Costello & Co about you. If you choose to do so and we determine that, considering the purpose for which the information is held, it is inaccurate, out-of-date, incomplete, irrelevant or misleading, F.L. Costello & Co will take reasonable steps under the circumstances to rectify your personal information. Our aim is to ensure that, in alignment with the purpose for which it is held, the information remains accurate, up-to-date, complete, relevant and not misleading.

For inquiries regarding access to your personal information held by F.L. Costello & Co or to update or correct such information, kindly submit a written request to us by post to Privacy Officer, F.L. Costello & Co, Unit 7 / 15 Walters Drive, Osborne Park, Western Australia, 6017.



### **How to make a complaint?**

Any questions or concerns which you may have regarding this privacy policy should be directed to us by telephone at +61 (08) 9445 7744 or by post to Privacy Officer, F.L. Costello & Co, Unit 7 / 15 Walters Drive, Osborne Park, Western Australia, 6017.

### **How complaints will be handled?**

Upon receipt of a complaint, we will assess whether additional information is necessary for a thorough consideration and investigation. If required, we may reach out to you to request such information. Subsequently, we will:

- Evaluate whether the collection, holding, use or disclosure of your personal information contravened the Australian Privacy Principles.
- Inform you of the outcomes of our investigation into your complaint.

If our investigation concludes that there was a breach of the Australian Privacy Principles in the collection, holding, use or disclosure of your personal information, we will take prompt and reasonable steps to rectify the breach.

We aim to communicate the results of our investigation within 30 days of receiving your complaint. However, in instances involving intricate matters or requiring extensive investigation and consultation, meeting this timeframe may not be feasible.

Should you find our response unsatisfactory, you may have the right, under the Privacy Act 1988 (Cth), to lodge a complaint with the Office of the Australian Information Commissioner. Guidance on making a complaint is available on the Office of the Australian Information Commissioner's website ([www.oaic.gov.au](http://www.oaic.gov.au)).

### **Exemptions**

F.L. Costello & Co sometimes handles personal information relying on exemptions under the Privacy Act 1988 (Cth), for example in relation to employee records and provision of services to State or Territory authorities.

Any permitted handling of personal information under such exemptions will take priority over this Privacy Policy to the extent of any inconsistency.

### **How are changes made to this Privacy Policy?**

F.L. Costello & Co may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit our website regularly to keep up to date with any changes.

### **Privacy Queries**

If you have any queries or concerns, further information can be obtained by contacting our Privacy Officer by telephone at +61 (08) 9445 7744 or by post to Privacy Officer, F.L. Costello & Co, Unit 7 / 15 Walters Drive, Osborne Park, Western Australia, 6017.

