

PRIVACY POLICY

At Benco Bathrooms, we are committed to protecting your privacy in accordance with the Privacy Act 1998 (Cth). This Privacy Policy describes our current policies and practices in relation to the handling and use of personal information, including the use of cookies and ad tracking.

Cookies and Ad Tracking

In addition to the information we collect directly from you, we also use cookies and ad tracking technologies to enhance your experience on our website and to better understand how you interact with us online.

Cookies are small text files that are placed on your device when you visit our website. They help us to recognize you when you return, to understand how you use our site, and to customize your experience. You can control the use of cookies through your browser settings.

We also use ad tracking technologies, such as web beacons and pixel tags, to collect information about your browsing activities and to serve you with targeted advertisements. This allows us to provide you with more relevant and personalized content and offers.

You can opt-out of ad tracking by adjusting your browser settings or by visiting the websites of industry self-regulatory groups, such as the Digital Advertising Alliance or the Network Advertising Initiative.

What information do we collect and how do we use it?

We will ask you for personal information when we assist you with your Bathroom renovation. We use the information you provide to advise about and assist with your renovation needs. We only provide your information to the companies with whom we choose to deal with in the course of the renovations you have engaged us to do (and their representatives).

We also use your information to send you requested product information and to enable us to manage your ongoing relationship with us e.g. invoicing, client surveys etc. We may do so by mail or electronically unless you tell us that you do not wish to receive electronic communications.

We may occasionally notify you about promotions, new services and special offers, events or articles we think will be of interest to you. We may send you regular updates by email or by post. If you would rather not receive this information, email or write to us.

We may also use your information internally to help us improve our services and help resolve any problems.

What if you don't provide some information to us?

If you don't provide us with full information, we can't properly advise or assist you with your renovation needs.

How do we hold and protect your information?

We strive to maintain the reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements

We hold the information we collect from you on our secure cloud-based servers.

We ensure that your information is safe by ensuring all our access points are password protected.

Will we disclose the information we collect to anyone?

We do not sell, trade, or rent your personal information to others.

We may need to provide your information to our Suppliers for administration and supervision activities, contractors who supply services to us e.g. to handle mailings on our behalf, or to other companies in the event of a corporate sale, merger, reorganisation, dissolution or similar event. However, we will do our best to ensure that they protect your information in the same way that we do.

We may also provide your information to others if we are required to do so by law or under some unusual other circumstances which the Privacy Act permits.

How can you check, update or change the information we are holding?

Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate.

If you wish to access or correct your personal information, please write to accounts@bencobathrooms.com.au.

We do not charge for receiving a request for access to personal information or for complying with a correction request.

Your consent

By asking us to assist with your renovation needs, you consent to the collection and use of the information you have provided to us, including the use of cookies and ad tracking technologies, for the purposes described above.

Tell us what you think

We welcome your questions and comments about privacy. If you have any concerns or complaints, please contact accounts@bencobathrooms.com.au