



Privacy Policy

At Kitchens by CCJS, we fully recognise the importance of protecting the privacy of the personal information we collect from our clients and prospective clients. We are committed to and are bound by the Australian Privacy Principles under the Privacy Act 1988 (as amended).

The following statement sets out what information we collect and how we use, disclose and store personal information, as well as ways in which we can be contacted in order for individuals to access that information. Our privacy policy applies to all of dealings with us whether the said dealing is through telephone calls, email correspondence, posted mail or contact in person.

What personal information do we collect, and how do we collect it?

We collect personal information from a number of sources. These include client specification forms, purchase agreements, purchase orders, maintenance requests, telephone conversations, emails sent and received and posted mail sent or received.

It is expected that any contact between our clients and ourselves, we will register contact details including names, telephone numbers, email addresses, correspondence addresses and site/delivery addresses. We use this information to contact our clients to respond to enquiries. We may also make contact via email detailing special offers and new products. This can be opted out of at any time by following a link on the bottom of such email.

We will only collect the maximum required information from the above. We will never endeavour to seek sensitive information such as ethnic background, political beliefs, etc.

What do we use this personal information for?

All information obtained is required for our business purposes, which includes responding to enquiries or requests, to provide our products and services, to help us identify other products and services which may be beneficial to our clients and to inform of these, to evaluate needs or our clients and to develop new products and services, internal administration and accounting purposes, to protect ourselves and our clients from fraud and for direct or targeted marketing.

The above information may be collected from visitors to our website, but only if it is provided freely to us. We may also use cookies which are commonly used by websites to obtain information regarding activity on our website, date and time of visits, the number of pages viewed, operating systems, etc. A cookie is a packet of information which allows the hosting computer to identify and interact with website visitors. The cookies do not identify any personal information but may provide statistical information which we can use to analyse our products and services.

Personal information may be shared with any members of the Kitchens by CCJS team should having this information form part of their day to day duties within the company.

We make the assumption that we have the consent to use personal information as detailed above, in particular to send information regarding our products and services unless we are advised not to. If we are not allowed to make contact we should be informed.

Opting Out

We are able to remove individuals/groups of individuals associated with the one business or company by receiving an email addressed to sales@ccjs.com.au

Disclosure of personal information to parties outside the Business

As a general principle, Kitchens by CCJS will not provide any unrelated party (including any overseas recipients) with any personal information we have collected. Exceptions may occur where we believe in good faith that consent has been given, law enforcement agencies or other government agencies which are acting within their legal authority, in cases of default of a payment or other contractual commitment we may provide information to legal advisors, debt collection agencies, credit reference bodies or industry associations, we are asked to share information with a credit bureau or reporting agency. Apart from the purposes noted above, we will not disclose information unless with consent, or as required or authorised by law.

We also have plans in place to use Google Analytics to collect and process information. For further details please view "How Google uses data when you use our partners' sites or apps" (located at www.google.com/policies/privacy/partners/).

Protecting personal information

We store information in different ways, including hard copies and electronic form. We take all reasonable care to ensure that the personal information we hold is protected from loss, misuse or alteration. We also have electronic security systems in place to protect personal information transmitted through our website.

Gaining access to personal information

Individuals, businesses or companies have a right to access the personal information we store about them. A request should be made in writing (our contact details are at the end of this statement). We will verify the identity of the applicant and provide access to any information we hold about them as soon as is practically possible. We reserve the right to charge reasonable costs for any expenses we incur for the provision of this information.

Keeping personal information accurate and up to date

If it is discovered that the information we hold is inaccurate, incomplete, or out of date, we will take reasonable steps to correct it as soon as we receive a request to alter it.

Dealing with us

Individuals, business and companies can refuse to provide us with personal information if they are making general inquiries about our products and services. However, we may not be able to answer requests in some cases, or conduct business with them, if they refuse to disclose the personal information that we require.

Contacting us

To obtain more information about our privacy policy and how we manage personal information, please contact us. If there are any complaints about the effect of our Privacy Policy on individuals, businesses or companies, they may write to us. The complaint will then be considered and a reply will be made with an appropriate response confirming any further action to be taken. If they are still not satisfied with the outcome of any such complaint, it may be referred to the Office of the Australian Information Commissioner.



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