

May 24, 2023

Privacy Policy

Statewide Cleaning Cloths Australia Pty Ltd trading as Upcycle 4 Better Solutions (U4B), from herein referred to as U4B is committed to providing quality services to you and this policy outlines our commitments to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. Please take a moment to read our Privacy Policy as it describes what happens to your personal information that we collect, including information collected via the Website.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au>

1. What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual such as names, addresses, email addresses, phone and facsimile numbers.

We will collect and hold your Personal Information in a fair and lawful manner, and not in an intrusive way. Where it is reasonably practical to do so, we will collect your personal information directly from you. We may collect the personal information you directly give us through various means including but not limited to correspondence, newsletter subscriptions, interviews, via our website www.upcycle4better.com.au/ www.statewideaustralia.com , from media and publications, when carrying out any of our services, in administering and performing any contracts with service providers, from other publicly available sources, from cookies, from third parties and as otherwise required to manage our business. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you and improving our marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Where you do not wish to provide us with your personal information and/or payment details when requested, we may not be able to provide you with requested goods or services.

2. Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

3. Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

4. Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

5. Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

We will not be liable for any storage, use or disclosure of your personal information beyond our reasonable control and take no responsibility for the privacy and security of information collected via any third-party website you may reach by following a link on our Website.

6. Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

U4B will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

7. Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find

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that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

8. Policy Updates

This Policy may change from time to time and is available on our website.

9. Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

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