

**PRIVACY AND SECURITY FOR TOWN AND COUNTRY STYLE PTY LTD ("TCS")****PRIVACY POLICY**

**TCS** understands and shares its customers' concerns about how personal information is collected, used and shared and the importance of protecting the privacy of our customers' personal and financial information. **TCS** want to assure **You** that we will always handle Your personal information securely and carefully. **TCS** will comply with all applicable Australian privacy laws and will ensure our staff are made aware of their obligations.

So that we can provide You with a high quality service **TCS** may collect information to deliver products or services to **You**, to complete other transactions with **You** or on **Your** behalf, and/or to better understand **Your** requirements and preferred level of service.

This information enables us to provide **You** with a more personalised service and in particular to provide offers and product ranges that may be of greater interest or benefit to **You**.

When **You** submit a Client Registration form directly or online, register **Your** details and/or place an order with **TCS**, we store that information for future reference as part of our client database. This saves You time when You shop with us again, as You do not have to provide Your details again.

The personal information we collect is in most cases supplied by **You** when **You** submit Your Client Registration form, register Your details, place an order, or provide written feedback to us.

The information we collect and retain includes **Your** name, address, delivery address, phone number and email address. On some occasions we will obtain other details such as Your credit card details. Generally we will only communicate with **You** if we have Your permission, for the purpose of providing **You** with special information about **TCS** and our products.

We will often need to pass personal details such as **Your** name and address to companies who are integral to the provision of our service to **You**. This may include organisations such as general carriers or transport and shipping companies, third party fulfillment contractors, financial institutions, credit card providers and web hosting organisations. **TCS** does not sell, rent or disclose our customers' personal information unless we are compelled to do so by law.

In special circumstances, for example if we sell our business or a substantial part of our business **Your** information may be transferred as part of that sale.

Otherwise we will not use **Your** information for purposes unrelated to the services **TCS** provides unless we first obtain Your consent although from time to time we may provide consolidated and "de-identified" information to other business partners or associates for various purposes.

We may also pass on personal information to a third party credit provider or cheque clearance house in respect of payments or to our mercantile agents or lawyers for recovery proceedings. There may also be the need to share information for the purpose of fraud investigation, or other unlawful activities, with recognised authorities, credit card providers, regulatory bodies, government organisations and other institutions such as banks.

From time to time it may be necessary for **TCS** to review and make changes to our stated Privacy and Security Policy either to comply with changes in the law or our practices, in which event such changes will be incorporated into our website [www.townandcountrystyle.com.au](http://www.townandcountrystyle.com.au).

**You** should therefore review this Policy which is also located on our website [www.townandcountrystyle.com.au](http://www.townandcountrystyle.com.au) from time to time to update yourself as to any changes or modifications.

In applying, submitting, registering and using **TCS** services, its website and in purchasing Goods from **TCS**, **You** consent and agree to our collection, use and disclosure of **Your** personal information in accordance with our stated Privacy and Security Policy.

If at any time following **Your** registration as a client of **TCS** and part of its client database **You** wish to be removed from it, **You** need only to notify us in writing or by clicking on the "unsubscribe" link on any electronic marketing bulletins received by **You** from **TCS**.

**SECURITY**

In furtherance of the objective outlined at the outset of this Privacy Statement **TCS** will take all reasonable steps to store **Your** personal information securely. In particular, **TCS** want **You** to feel confident in dealing with us on the world wide web if **You** choose to do so. For many of our customers, we realise this can be an unfamiliar way of buying products. We therefore wish to assure our customers that only specific employees or sub-contractors in our customer service, marketing, store, warehouse systems and information technology areas have access to our customers' personal information, and then only under strict controls and procedures including, where necessary, confidentiality agreements.

The **TCS** website uses a process called "Secure Sockets Layer" ("SSL") and in doing so we use industry standard 256 bit encryption.

SSL is a security device which locks all critical and sensitive information passed from **You** to us, such as payment information into an encrypted environment, making it extremely difficult for this information to be intercepted and creating a secure platform on which **You** can conduct online transactions provided **You** are using an SSL compliant browser.

**TCS** does not permanently store **Your** credit card details on any of our transactional systems. **Your** card number is stored temporarily until the order process has been finalised, after which time it is deleted from our system. This is why **Your** credit card number must be provided by **You** each time **You** use **Your** credit card in payment for each new order.

The webserver supporting the **TCS** website may automatically record non-personal click screen data. To the extent that any click screen data could make **You** identifiable, **TCS** will only use such identifying information (if any) for its own purposes and will not pass any identifying information comprised in the click screen data to any third parties or otherwise seek to identify **You** from click screen data unless required by law or to investigate improper activity in relation to the website or to assist in law enforcement.

**TCS** is not responsible for the privacy practices of sites that are linked to this site via hyperlinks, banner advertising or otherwise. Please take care at all times to check whose site **You** are visiting.

If **You** do not wish to receive direct marketing offers from **TCS** or wish to unsubscribe, please click on the "unsubscribe" link on the **TCS** website, notify us in writing or call **TCS** on (03) 9576 3000.

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