

Grafton Textiles - Privacy Policy

Thank you for visiting the Grafton Textiles Website at www.graftontextiles.com.au ("the Website"). We know that you care about how information about you is used and shared. This document sets out our Privacy Policy ("Policy"), and your visit to the Website is subject to this Policy. Grafton Textiles reserves the right to change and update this Policy at any time, with such changes effective immediately upon posting to the Website. If the Policy changes, a notice will be posted to the Website advising you of this. It is your responsibility to ensure that you are aware of recent changes to the Policy. If you visit or shop at the Website, you accept this Policy and consent to any disclosures made in accordance with this Policy. Please take the time to read it carefully. Please also review our Conditions of Purchase and Terms of Use, both of which also govern your visit and use of the Website.

Children may only use this Website with appropriate adult supervision from a parent, guardian or other adult. Grafton Textiles does not knowingly collect information from children under 14 years.

What Personal Information Does Grafton Textiles Collect About you and Why?

You will see from the comments below that your personal information which is collected by Grafton Textiles is necessary for its activities including the on-line shopping service provided at the Website and the provision of an interactive website whereby you may interact with and share information with others through your Contribution and your participation in any public forums etc. To make the Website a better place for you to visit, and to provide you with as many opportunities to benefit from the Website as possible, Grafton Textiles needs to identify your needs and interests. In order to do this, Grafton Textiles may gather the following types of information about you:

A. Information About You From You

Grafton Textiles receives and stores any information you enter on the Website or provide any other way. The main ways you are able to enter information on the Website includes the details provided on your Account and the Order Form and the content of your Contribution posted to the Website.

Both the Order Form and your Account contain certain contact and financial information about you, including your name, address and e-mail address, and credit or debit card numbers.

B. Automatic Information

Grafton Textiles automatically receives and stores certain types of information about you whenever you visit the Website. This is mainly done through the use of cookies and your IP address.

C. E-mail Communications

Depending on your computer's capabilities, Grafton Textiles may receive a confirmation notice when you open an e-mail from Grafton Textiles.

D. Information from other sources

At times, to ensure that our records are correct, Grafton Textiles may receive updated contact, delivery and address information about you from our carriers or other sources.

Access to Your Personal Information

You do not have to give Grafton Textiles any personal information, although this will make it difficult for you to shop at the Website. By visiting your user account page you are able to gain access to the type of information that Grafton Textiles receives and stores about you. Alternatively, such information will be provided to you on

your request, except to the extent that such disclosure is not required by law.

If you have concerns about giving personal information, there are various devices available to prevent us from gaining access to information automatically collected when you access the Website. Please discuss these options with your local software consultant or contact us.

Linked Sites

The Website contains links to other websites. Grafton Textiles is not responsible for the privacy practices or the content of other Websites accessed by links from this Website.

Sharing Information

Grafton Textiles values your visit to the Website and any shopping that you may do at the Website. For this reason Grafton Textiles do not sell your personal information to others. Grafton Textiles only shares the information that it gathers about you, to its associated companies or advertising partners unless otherwise advised.

Your contact information may be used by Grafton Textiles for a variety of purposes including delivery of your order, contacting you if necessary regarding a delivery or payment for an order or to send you information about Grafton Textiles, including promotional information. Your contact information may also be shared with any of our advertising partners (whose names will be clearly identified on the Website) and they may send you information about themselves, including promotional information. Any email notification receipts received by Grafton Textiles may also be used by Grafton Textiles; its associated companies or advertising partners for marketing or other promotional purposes.

Any financial information about you will be used for billing purposes, and may be used for credit enquiry purposes.

Cookies obtain certain information when your web browser accesses the Website. The Website also uses cookies to save your Password so that you do not have to re-enter it each time you shop at the Website. your IP address may be used to help diagnose problems with our server, to administer the Website and to help identify you and your shopping cart.

Grafton Textiles may also share information about you, gathered from your contact information, for the purposes of gathering certain demographic information about visitors to the Website. This also assists us with our marketing and promotional activities.

Grafton Textiles's advertising partners are committed to the same obligations as we impose on ourselves in relation to the collection of your personal information. Grafton Textiles is not responsible for, nor does it make any warranties or representations, about the adequacy of the privacy practices of any of our advertising partners.

Security

All information concerning you is stored in a secure database on a secure server, and can only be accessed by the Grafton Textiles system administrator and nominated staff.

We utilise the industry standard security protocol SSL (Secure Sockets Layer) to encrypt your private, ordering and credit card information for maximum security and integrity.

We do not store your credit card information anywhere on the website. Your credit card information is entered as part of the order form to enable payment verification. The details are then discarded and a secure verification number is stored with the order to enable the payment to be processed when goods have been shipped.

Public Forums

This Website may make chat rooms, forums, message boards, and/or news groups available to you ("Public Forums"). You should exercise caution when using these Public Forums, as any information that is disclosed in such areas becomes public information. You should therefore think carefully before disclosing your personal information in Public Forums.

Updating Your Personal Information and Indicating Preferences

Any information you provide to Grafton Textiles may be added to or updated by you. Grafton Textiles tries to ensure, to the extent that it is able, that your personal information (especially your contact and financial information) is as accurate and up-to-date as possible. This helps to reduce the possibility of errors occurring with deliveries or billings, and to ensure that any information or other documents are sent to the correct email address.

You may also choose not to receive any e-mail, promotional or other information from Grafton Textiles, its associated companies or its advertising partners. When opening your Account please complete the appropriate sections advising Grafton Textiles of your wishes.

Sensitive Information

There is certain information which is deemed to be sensitive at law, including, for example, your race, sexual preference, criminal record or membership of a political association or trade union. Grafton Textiles does not knowingly collect any such sensitive information about you, and will not do so unless your prior consent has been obtained.

Disputes

Grafton Textiles shall use its best endeavours to quickly and effectively resolve any dispute arising in relation to your visit to www.graftontextiles.com.au and your use of the Website. In the event of a failure to resolve any such dispute, the dispute shall be governed by and dealt with under the laws of New South Wales, Australia and you and Grafton Textiles submit to the non-exclusive jurisdiction of the Courts and Tribunals of New South Wales, Australia.

Definitions

"Order Form" means the electronic order form, which you must use, pursuant to the Conditions of Purchase, to order products on the Website.

"Products" means those goods, items, products or stock that you purchase from Grafton Textiles to supply to you.

"Your Account" means the account, which you must establish pursuant to the Conditions of Purchase to enable you to order any products via the Website

"Your Contribution" includes any comments, suggestions, ideas, questions, articles, links or photographs that you may post or submit to the Website in accordance with the Terms of Use.

Contacting Us

If you have any queries about this Policy or anything else at the Website, please contact us and we will be only too happy to answer your query.