

Quest Carpets Privacy Policy

Version 1.1 – Oct 2024

Quest Flooring P/L (Trading as Quest Carpets) ACN 61 606 397 273 (referred to as **Quest, us, our** and **we**) is a manufacturer of carpet flooring based in Dandenong, Victoria. Quest Carpets is a part of the Victoria PLC Group (UK).



We are committed to responsible privacy practices and to complying with the Australian Privacy Principles (APPs) as set out in the Privacy Act (1988) and the Privacy (Credit Reporting) Code 2014.

This Privacy Policy outlines how we collect, use, disclose and safeguard information collected by (or provided to) us. It also outlines how customers, consumers, suppliers, employees, service providers, our insurers and regulatory or law enforcement bodies can access or make alterations or corrections to the data we collect or are provided.

What Is Personal Information?

In this Privacy Policy, personal information is information or an opinion about an individual that is reasonably identifiable, whether true or not.

As an example, personal information can include an individual's name, address, telephone number, e-mail address, bank account details, credit card details, relationship or living arrangement details, licence numbers or any other information collected or provided to us from time to time.

You may decide not to provide your personal information to us. However, if you do not provide it, we may not be able to provide you with access to certain information, products, credit terms or services that you request.

What Information we Collect

The personal information we collect is information that we deem necessary to employ and manage employees, offer credit terms to customers, provide services including marketing and trend forecasting and communicate with or provide feedback to you. Personal information we collect may include: your name, address, phone and other contact details (fax, email etc), employment history, educational qualifications and any other personal information you choose to provide to us when you contact us or if you are employed by us. You may decide not to provide your personal information to us and have the option of dealing with us anonymously or by using a pseudonym. However, we note that we may not be able to provide you with access to certain information, products, or services that you request.

Quest Carpets

As a division of Quest Flooring Pty Ltd A.B.N 61 606 397 273
43 – 55 Mark Anthony Drive, Dandenong South, Vic Aust. 3175
P.O. Box 4056, Dandenong South, Vic. Aust. 3164
PH +61 3 8791 8200 Fax +61 3 8791 8299

If we receive personal information about you that we did not ask for either directly from you, from someone on your behalf, or through someone on our behalf, and we determine that we could have collected this information from you had we asked for it, we will take reasonable steps to notify you, as soon as practicable, that we have collected your personal information. If we could not have collected this personal information from you (or if you do not agree to us collection information in this way), we will lawfully de-identity or destroy that personal information. Any unsolicited information provided by you, someone on your behalf or someone on our behalf, will be used for the purposes for which it was provided.

How we Collect it

We collect personal information in a variety of ways, including:

- **Direct Interaction** – when you provide information directly to us, such as during an enquiry, for the processing of trading account, for employment or employment opportunities, for order placement, via surveys, via order placement or using other direct communication channels or methods.
- **Website Usage** – information collected through cookies and tracking technologies when you use our website. Note that if you prefer not to provide information via cookies, you can adjust your Internet browser to disable or to warn you when cookies are used. We recommend that you leave your cookies enabled as they allow our systems to recognise your browser and provide quicker and easier use of our website.
- **Third Parties** – information obtained from third party service providers or our customers.

We will collect your personal information during the information life cycle, on an *ad hoc* or a recurrent basis using the above methods. For example, we will collect personal information when you acquire a product or service from us, when you make changes to that product, when you make a claim or exercise a right under the product or service or when you need to complain. We will combine or link personal information we already know about you to other personal information we collect about you.

Why we Collect it

We collect personal information for a number of reasons, including:

- To deliver, administer and improve the products and services that we offer you.
- To communicate with you regarding enquiries, orders or feedback
- To process payments and fulfil orders
- To improve our website or social media effectiveness, products and services through analysis and customer feedback
- To maintain and update accurate records
- To comply with legal obligations and regulations
- To facilitate acquisitions and potential acquisitions of our business and assets
- To generally provide you with a premium customer experience.

Third Party Sites

Our website may contain links to other websites operated by third parties. Be aware that this privacy statement only applies to the personal information that we collect through this Website. We are not responsible for the collection, storage or usage of personal information at any such third-party websites and you should review the privacy policy of any Website you visit.

Use of Our Website Outside Australia

We welcome visitors from outside Australia. However, this is an Australian based website and this privacy statement governs the personal information collected at this Website, irrespective of where you may be located when you visit the Website and interact with it. This means your personal information may be stored outside the country in which you are located and any government authorities which have jurisdiction over the Website may be entitled to access any personal information provided.

Children

We will not knowingly collect information from any unsupervised person under the age of 18. If you are under 18 years of age you must not submit any personal information to us unless you have the consent of, and are being supervised by, a parent or legal guardian.

Disclosure of Information

We may disclose your personal information to:

- **Service Providers:** Third parties who assist us in providing our services (e.g., payment processors, credit agencies, delivery services) and are bound by confidentiality obligations.
- **Legal Authorities:** If required by law or to protect our rights, property, or safety, or that of others.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets.

Security of Your Information

We take the security of your personal information seriously. We implement reasonable security measures to protect against unauthorized access, alteration, disclosure, or destruction of your information. When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information.

Access and Correction

You have the right to access and correct your personal information held by us. If you wish to request access or make a correction, please contact us using the details below. We may require verification of your identity before granting access or making any updates or corrections.

Complaints

If you believe that we have not complied with the Australian Privacy Principles or your privacy rights, you may lodge a complaint with us using the contact details below. We will investigate and respond to your complaint within 30 days after receipt.

In the absence of a timely response or if your concerns are not resolved to your satisfaction, you can refer your complaint to the Office of the Australian Information Commissioner as follows:

Office of the Australian Information Commissioner (OAIC)

Phone: 1300 363 992

Mail: Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the effective date. We encourage you to review this policy periodically to stay informed about how we are protecting your information.

Further Information

If you have any questions or feedback in regards to our handling of personal information, including information about how may access or update your personal information, please contact reception@questcarpet.com.au or call us on (03) 8791 8200.

For information about privacy generally, you may contact the Office of the Australian Information Commissioner.

Contact Us

For questions, requests, or complaints regarding this Privacy Policy, please contact us at:

Quest Flooring P/L (Trading as Quest Carpets)

43-55 Mark Anthony Drive,
Dandenong South
Victoria, 3175 Australia

e-mail: reception@questcarpet.com.au

Phone: +61 38791 8200

This Privacy Policy is designed to provide you with information about how we handle your personal information. Thank you for choosing Quest Carpets!