

## 2020 PRIVACY POLICY

### DISCLAIMER

The information on [www.col.com.au](http://www.col.com.au) (The Site) and social media platforms associated with Co-Ordinated Landscape Pty Ltd, such as Instagram & LinkedIn is intended for general reference only. All content is the property of Co-Ordinated Landscapes Pty Ltd and should not be reproduced, copied or tampered with. The Co-Ordinated Landscapes logo should not be downloaded or copied. Although we check and attempt to maintain the accuracy of information presented in this website and platforms, the general nature of the information and the variability of the subject matter means that information may not be complete. The passage of time, may on occasions, lead to information becoming outdated. Accordingly, no warranty is given as to the completeness or accuracy of the information presented.

### PRIVACY

Co-Ordinated Landscapes is committed to protecting the privacy of individuals. The protection of personal information in the private sector is required by the Privacy Act 1988 as amended by the Privacy Amendment (Private Sector) Act 2000 ("Act"). All Employees and Directors of Co-Ordinated Landscapes are expected to comply with the Act and Co-Ordinated Landscapes policy concerning the protection of personal information. This policy applies to all our web pages on The Site and social media platforms. It explains our practices with regards to collection and processing of any personal information (i.e. information from which an individual's identity is apparent or can be reasonably ascertained) and that may be collected as a result of your use of The Site or social media accounts.

Our policy is based on the following principles: privacy of personal information is of paramount importance to Co-Ordinated Landscapes; your personal information will not be shared, other than in accordance with law and our policies and procedures or without your permission where required in accordance with the Act; and we will only use your personal information for the purpose for which it was provided.

#### What information do we collect?

The Site and social media platforms allow you to contact Co-Ordinated Landscapes by sending emails, direct messages and posts, for the purposes of requesting information about Co-Ordinated Landscapes or making other enquiries. By sending emails, direct messages or posting comments via our social media sites, you will be providing us with certain personal information that may include your name, e-mail address, social media account and any other details you include in your communication. This information is collected by us for the purpose of dealing with your request. We may not be able to deal with your request without this information. We do not collect sensitive information (e.g. information about an individual's race, ethnic origins, political opinions or association, trade or professional associations and memberships, union membership, criminal record or health information) unless the collection is required or permitted by law.

#### What do we use personal information for?

Any personal details that you provide as a result of accessing The Site or social media or sending e-mails will be used for the purpose of dealing with your request or enquiry. Your details and information about the communications you wish to receive will be held in a database and used for the purpose of administering your request. Co-Ordinated Landscapes may use your email details to contact you from time to time to provide you with information about the business. With regards to all other enquiries, your details will only be accessible and used by personnel dealing directly with your request.

#### Disclosing Personal Information

Co-Ordinated Landscapes' policy is not to disclose any personal information to any unrelated third party, except with consent or where we are required by law to do so.

#### Retention and Use

Co-Ordinated Landscapes will only keep personal information it needs for the purpose for which it was collected. Co-Ordinated Landscapes may use personal information to provide individuals with information of our services that we consider may be of interest to the individual. An individual may contact us if they wish to opt out of receiving further marketing communication, via email or otherwise.

#### Disposal of Information

Co-Ordinated Landscapes will dispose of such information when it has no further need to use it or it is required by law to do so.

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### Email Security

Any emails that you send to us will be automatically scanned, this may result in certain attachments and styles of message being automatically blocked or forwarded to our IT administrators in order to authorise the content. This is done purely for IT security purposes and our IT administrators will not access the contents of your e-mails once this process is complete.

### Security of Information

You should be aware that the Internet is not a secure environment. However, Co-Ordinated Landscapes uses all reasonable efforts to ensure that any personal information collected is held securely.

### Links

The site and social media accounts may contain links to other web sites and social media accounts. Co-Ordinated Landscapes cannot guarantee or accept responsibility for the privacy practices, accuracy or the content of other web sites and social media accounts.

### Cookies

Most browsers are initially set up to accept cookies. You can reset your browser to refuse all cookies or be warned before accepting cookies. We use cookies to help us improve our service to visitors to our site and to ensure that our site stays easy to navigate and useful.

### Accessing and Updating Personal Information

Please let us know if your details change and we will make every effort to keep any personal information held up to date and accurate.

### Availability of Privacy Policy and Amendments

This policy is located on [www.col.com.au](http://www.col.com.au). It will be reviewed from time to time and any amendments will be included in the updated policy. We reserve the right to revise this Privacy Policy or any part of it from time to time. Please review this policy periodically for changes. An individual's continued use of our website, social media and services, requesting our assistance or the provision of further personal information to us after this Privacy Policy has been revised, constitutes the individual's acceptance of the revised Privacy Policy.

### Further Information and Complaints

If you require further information or have a complaint about how Co-Ordinated Landscapes handles personal information or any privacy issues, feel free to contact us. Co-Ordinated Landscapes will handle any complaints or enquiry promptly by referring the matter internally through our Marketing Department. Co-Ordinated Landscapes will endeavour to remedy any breaches of this Privacy Policy and put procedures in place to ensure any such breaches are not repeated

### How to Contact Us

For further information contact us at:

Marketing Coordinator  
Co-Ordinated Landscapes Pty Ltd  
Level 1, 33-35 Belmont Street  
Sutherland NSW 2232  
Phone: 02 9545 5611  
Email: [info@col.com.au](mailto:info@col.com.au)