

# Privacy Policy & Terms of Use

Last updated: Apr 24, 2023 12:59 AM

We value your privacy very highly. Please read this Privacy Policy carefully before using the waexperts.com.au Website (the "Website") operated by WA EXPERTS PTY LTD, a(n) Limited Partnership formed in Australia, with an Australian Business Number of 18 611 612 152 ("us," "we," "our") as this Privacy Policy contains important information regarding your privacy and how we may use the information we collect about you.

Your access to and use of the Website is conditional upon your acceptance of and compliance with this Privacy Policy. This Privacy Policy applies to everyone, including, but not limited to: visitors, users, and others, who wish to access or use the Website.

By accessing or using the Website, you agree to be bound by this Privacy Policy. If you disagree with any part of the Privacy Policy, then you do not have our permission to access or use the Website.

## **What information we collect, where we get this information, how we use this information, what happens if we don't have it, and the legal basis for processing this information**

We collect and store any and all information that you enter on this Website. We collect and store the following information about you:

**Identifying information - Name**

**Identifying information - Billing address**

**Identifying information - Phone number**

**Identifying information - IP address**

**Identifying information - Email address**

We are not required to collect this information by a law, court order, nor by a tribunal order. We do not combine nor link the personal information that we hold about you.

## **With whom we share your personal information**

We share the personal information below with the following third parties for the following reason(s):

**Identifying information - Name**

**Identifying information - Billing address**

**Identifying information - Phone number**

**Identifying information - IP address**

## **Identifying information - Email address**

### **How we protect your personal information**

We have implemented the following measures to protect and safeguard your personal information:

- Limiting the amount of personal information that we collect to strictly necessary only;
- Using ssl or other secure connection technologies when receiving or sending personal information beyond internal networks;
- Performing regular risk assessments;
- Having comprehensive security policies and procedures;
- Encrypting laptops, usbs and other portable media;
- Maintaining up-to-date software and safeguards.

### **Cookies**

A cookie is a small piece of data sent from a website and stored on your device by your browser. This Website collects cookies. Please visit our Cookie Policy to learn more about what cookies we collect, why we collect them, and how to change your cookie settings.

### **Children's privacy**

This Website is intended for use by a general audience and does not offer services to children. Should a child whom we know to be under 18 send personal information to us, we will use that information only to respond to that child to inform him or her that they cannot use this Website.

### **Analytics programs**

This Website uses Google Analytics to collect information about you and your behaviors. If you would like to opt out of Google Analytics, please visit <https://tools.google.com/dlpage/gaoptout/>.

### **Information retention**

We retain all of the information that we collect until we no longer need the information to contact you.

### **Direct marketing**

We use the information that we collect about you for direct marketing purposes. Direct marketing is the act of selling products or services directly to consumers rather than through retailers. Residents of Australia and/or the European Union and/or the European Economic Area and the United Kingdom - You may, at any time, request that we cease to use your information for direct marketing purposes by emailing us at [info@waexperts.com.au](mailto:info@waexperts.com.au).

### **Your rights**

Depending upon where you reside, you may have the following rights with regard to your personal information:

**The right to access the personal information that we have collected about you.**

**The right to request that we delete all or some of the personal information that we have collected on you.**

**The right to ask us to transmit your personal information that we have collected on you to another provider (where technically feasible).**

**The right to request that we amend any of the information that we have collected about you.**

**The right to withdraw your consent to the processing of your data.**

**The right to request that we restrict the processing of your data.**

**The right to lodge a complaint regarding our collection, sharing and processing of data with competent authorities in the proper jurisdiction.**

**The right to not have to identify yourself, or of using a pseudonym in certain circumstances.**

**The right to stop receiving unwanted direct marketing.**

## **Exercising your rights**

You may exercise the rights specified above by submitting a consumer request to:

Brendan  
Nauta  
[info@waexperts.com.au](mailto:info@waexperts.com.au)  
(08) 9498 2823  
27 Canvale Rd, Canning Vale WA 6155  
Australia  
<https://waexperts.com.au/>

We will need to verify your identity prior to effectuating your request. To verify your identity, you will need to provide us with the following information with your request:

- Name;
- Identity Documentation to verify.

Please note that we may be unable to process your request if you do not provide us with the above information.

We will respond to most consumer requests within 30 to 45 days of receipt, depending upon where you reside. However, some requests may take longer. We will notify you in writing if we need more time to respond. We have the ability to deny your request(s) if certain

exceptions in the law apply. If we do deny your request, we will provide you with the reasons for such denial.

## **Complaints**

You have the right to lodge a complaint regarding our collection, use and sharing of your personal information by contacting us at the following contact information:

- Brendan
- Nauta
- [info@waexperts.com.au](mailto:info@waexperts.com.au)
- (08) 9498 2823
- 27 Canvale Rd, Canning Vale WA 6155
- Australia

Any such complaints must first be addressed to us in writing as required by Australia Privacy Act 1988 S 40(1A). We will respond to all complaints within a reasonable time (usually 30 days). If you are not satisfied with our response to your complaint, you may then lodge a complaint with the Office of the Australian Information Commissioner by following the steps on [this page](#).

## **Accountability**

The following person is accountable and responsible for our privacy practices and procedures:

Brendan  
Nauta  
(08) 9498 2823  
[info@waexperts.com.au](mailto:info@waexperts.com.au)

You may lodge a complaint with us by contacting the person accountable and responsible for our privacy practices and procedures at the contact information above. You may also lodge a complaint with the Office of the Privacy Commissioner of Canada by visiting [this page](#) or calling 1-800-282-1376.

## **Location of data processing**

All data processing activities undertaken by us take place in Western Australia.

## **Third-party websites**

This Website may contain hyperlinks to websites operated by parties other than us. We provide such hyperlinks for your reference only. We do not control such websites and are not responsible for their contents or the privacy or other practices of such websites. It is up to you to read and fully understand their Privacy Policies. Our inclusion of hyperlinks to such websites does not imply any endorsement of the material on such websites or any association with their operators.

## **Changes to Privacy Policy**

We reserve the right to amend this Privacy Policy at any time. We will notify you of any changes to this Privacy Policy by posting the updated Privacy Policy to this website or application.

## **Questions**

If you have any questions about this Privacy Policy, please contact us at [info@waexperts.com.au](mailto:info@waexperts.com.au).