



Privacy Notice

We at The Design Establishment know that you care how your information is used and shared, and we appreciate your trust and want you to feel confident in our services and security as it relates to your personal information. This notice describes our privacy policy. By visiting our showroom and or online, you are accepting the practices described in this Privacy Notice.

What Personal Information About Customers Does 'The Design Establishment' Gather?

The information we learn from customers helps us to personalise and continually improve your experience with us. Here are the types of information we gather;

- **Information You Give Us:** We receive and store any information you enter on our website or give us in any other way. You can choose not to provide certain information, but then you might not be able to take advantage of many of our features. We use the information that you provide for such purposes as responding to your requests, fulfilling orders, customising future shopping for you, improving our store features, and communication with you.
- **Automatic Information:** We receive and store certain types of information whenever you interact with our website. For example, like many web sites, we sometimes use "cookies," and we obtain certain types of information when your Web Browser accesses our website.
- **E-mail Communications:** To help us be more productive and to improve our service and your shopping experience, we sometimes send you newsletters of our services and products, notifications of changes to our policies, and order confirmations. If you do not want to receive e-mail from us, other than order notifications and receipts, please adjust your "Subscription" preferences by logging into your account.

What About Cookies?

Cookies are alphanumeric identifier text files that we transfer to your computers hard drive through your Web Browser to enable our systems to recognise your browser and to provide features such as storage of items in your Shopping Cart between visits.

Does The Design Establishment Share the Information It Receives?

We respect your privacy and appreciate your business. At no time do we ever provide your account details or payment information to any third party vendor other than our courier personnel delivering your parcel.

How Secure Is Information About Me?

We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you provide to us for purchasing of our products or services. Furthermore, we have partnered with Westpac using their payment gateway – Web Advantage, to bring you a secure shopping experience!

We reveal only the last five digits of your credit card numbers when confirming an order. Of course, for fax and phone orders, we transmit the entire credit card number to the *National Australia Bank* during order processing.

It is important for you to protect against unauthorised access to your password and to your computer. Be sure to sign off when finished using a shared computer by clicking the "log off" link.

Which Information Can I Access?

The Design Establishment gives you access to a broad range of information about your account and your interactions with us for the limited purpose of viewing and, in certain cases, updating that information.

Conditions of Use, Notices, and Revisions

You can rest assured that your personal information collected will be handled sensitively and securely and with proper regard for privacy, as per the 'National Privacy Principals' (for more information on privacy legislation, please refer to the Federal Privacy Commissioner at <http://www.privacy.gov.au>).

Our business changes constantly, and our Privacy Notice and the Conditions of Use will change also. We may e-mail periodic reminders of our notices and conditions, unless you have instructed us not to, but you should check our Web site frequently to see recent changes. Unless stated otherwise, our current Privacy Notice applies to all information that we have about you and your account. We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.

Automatic Information

For security purposes, The Design Establishment sometimes collects and analyses the Internet Protocol (IP) address used to connect your computer to the Internet, and to our website. This is done for your protection for tracking purposes in the unfortunate event that someone gains access to your personal or financial information and opens an account, or makes purchases under your name.

Questions

Questions regarding our Conditions of Usage, Privacy Policy, or other policy related material can be directed to our support staff by clicking on the "Contact Us" link in the side menu. Or you can email us at: customercare@thedesignestablishment.com.au