

Privacy Policy

Milana Enterprises Pty Ltd., including all of its "Related Bodies Corporate" and/or "Associated Entities" as such terms are defined in the Corporations Act 2001 C'th ("Ultimate Tiles") is committed to upholding the privacy of our customers, suppliers, employees and other persons who have business/commercial dealings or other associations/relationships with us.

Ultimate Tiles is committed to compliance with the Privacy Act 1988 C'th, including the 13 Australian Privacy Principles contained in Schedule 1 to such Act, the Privacy Regulation 2013 and the Privacy Credit Reporting Code 2014 – Version 1.2 ("the Legislation") in relation to the collection, use, management, protection and disclosure of personal information which comes into our possession or is under our control about the individuals with whom we conduct business, work or otherwise enjoy an association or relationship.

This Policy states how Ultimate Tiles upholds this commitment and complies with the Legislation.

Definitions

For the purposes of the Legislation and this Policy:

- Personal Information means: Information or an opinion about an identified individual, or an individual who is reasonably identifiable - (a) Whether the information or opinion is true or not; and (b) Whether the information or opinion is recorded in a material form or not.
- Sensitive Information means: (a) Information or an opinion about an individual's racial/ethnic origin, political opinions, membership of a political association, religious beliefs/affiliations, philosophical beliefs, membership of a professional/trade association, membership of a trade union, sexual orientation/practices or criminal record- that is also personal information; or (b) Certain health/genetic information (as further/better defined in Section 6 of the Privacy Act 1988 C'th) about an individual.

Other words/terms contained in this Policy and which have the same meanings as defined in Section 6 of the Privacy Act 1988 C'th are "Australian law", "breach", "consent", "credit", "credit information", "credit provider", "credit reporting body", "credit worthiness", "collects", "default information", "enforcement body", "government related identifier", "guarantee", "holds", "identification information", "identifier", "individual", "organisation" and "payment information".

Purpose of collecting Personal Information

Ultimate Tiles only collects personal information which is reasonably necessary to enable us to carry out the various functions and activities of our organisation, efficiently conduct normal business /commercial operations and otherwise professionally and effectively connect/interact with the individuals with whom we have dealings ("the collection purposes").

The kinds of personal information collected and which Ultimate Tiles holds includes:

- Identification information about an individual, in particular, full name, address, contact details, (email and telephone/facsimile numbers), date of birth, occupation;
- Trade referees and associated contact details;
- The individual's/business Bank and associated contact details;
- Particulars of assets and liabilities;
- Cookies/digital identifiers providing details/statistics in relation to website visits;

- Notes relating to telephone contact (including recorded/saved or transcribed voicemail/texts) and the content of letters received, copies of letters sent, facsimile transmissions and emails (both electronically stored and in printed form).

The collection of Personal Information allows Ultimate Tiles to:

- To improve our service operations to enhance your customer experience;
- To manage and work with our suppliers and other service providers to fulfil your request for products and services such as processing transactions and payments, delivering products, providing refunds and discounts;
- To assess an individual/business' Credit Application, assisting the Applicant to avoid defaulting on its credit obligations, collecting overdue payments from the Applicant, notifying other credit providers of a default by the Applicant, and assessing its credit worthiness;
- To promote and communicate our products and services through direct marketing, events and competitions and social media;
- To respond to your query, feedback or concerns;
- To respond to and interacting with regulatory bodies and relevant government agencies;
- For general planning and administration, and as other required or permitted by law;
- For other purposes explained at the time of collection or which are required or authorised by or under law, and for which you have provided consent.

Ultimate Tiles collects personal information in aid of best servicing our customer's needs, and continual improvement of our business.

How we collect Personal Information

Ultimate Tiles obtains personal information by lawful and fair means primarily from the individual directly. Personal information may also be collected from third parties (such as trade referees, credit providers, the individual's bank) with the individual's consent.

Use and disclosure of personal information

Ultimate Tiles will only use or disclose personal information in our possession or under our control:

- If and as may be reasonably necessary in relation to the activities of an enforcement body or as may be required or authorised by Australian law;
- Otherwise, only for or in relation to what is outlined in the collection purposes.

In the course of pursuing achievement of the collection purposes, it may be necessary from time to time for Ultimate Tiles to disclose personal information to or exchange such information with various third parties, including:

- Contracted or approved third party service providers or contractors to provide you with products or services requested by the individual;
- Our legal, accounting, business, information technology and/or data management/storage advisers, consultants or contractors.

Integrity, protection & security of personal information

Ultimate Tiles will take reasonable steps to ensure that personal information collected, used and disclosed is:

- Accurate, up-to-date, complete, relevant and not misleading;
- Protected from misuse, interference and loss;
- Protected from unauthorised access, modification or disclosure;
- Securely stored on our computer network and otherwise at one or more of our business premises within Australia;
- Destroyed or de-identified when no longer needed by our organisation or required to be retained by Australian law.

Some of the security measures we have in place to protect personal information include:

- A secure server for our computer network, including installation and maintenance of firewalls, use of log-in passwords/tools and virus protection programs;
- Restriction of access to relevant personnel only.

While we endeavour to protect the personal information of users of our website, we cannot guarantee the security of information you disclose online. You disclose that information at your own risk. You should be aware that no method of transmission over the Internet or method of electronic storage is 100% secure. You can also help protect your personal information by keeping your account details confidential, access is limited and encourage you to use a unique and strong password, limit access to your computer and log out after use. If you become aware of unauthorised access, please let us know as soon as practicable.

Direct marketing and opting out

By providing your address, email address and contact number to Myer or its related parties and partners, you consent to Myer contacting you (and your MYER one Additional Cardholder where related to our loyalty program) for the purposes set out above. We may send this information in a variety of ways, including by mail, email, social media, SMS, MMS, telephone and via Myer Apps.

If we send you direct marketing or send you electronic marketing messages based on your consent or as otherwise permitted by applicable law, you may, at any time, withdraw your consent or opt-out by:

- Contacting Ultimate Tiles via phone on 03 5975 5444;
- Using the unsubscribe function on emails to opt of that form of communication;
- Contacting our Privacy Officer (detailed below).

Anonymity and pseudonymity

Subject to being lawful and practicable, individuals have the option of not identifying themselves personally, or using a pseudonym when dealing with Ultimate Tiles.

However, if this option is exercised, we may not be able to provide some or all of our products and/or services.

Sensitive information

Ultimate Tiles will not collect sensitive information about an individual unless:

- The individual consents and such information is reasonably necessary or directly relevant to our business functions and activities;
- Such collection is required or authorised by Australian law.

Access and correction

If you would access to personal information we hold about you, please contact our Privacy Officer. We will generally provide you with access to your personal information subject to some exceptions permitted by law. When making an access request, please provide as much detail as you can about the particular information you seek, in order to help us retrieve the information. We may ask you to verify your identity before proceeding with any request you make, this includes providing us satisfactory proof of identity as determined by us. If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act or will contact you directly to seek your permission. Should we be unable to comply with any request, in particular to change personal information held about an individual, we will provide a written notice setting out the reasons (unless it is unreasonable for us to do so) and available mechanisms to complain about our decision.

Ultimate Tiles may charge for giving access to an individual to his/her personal information and if we do so, such charge will be reasonable and shall not apply to the making of the access request itself.

Ultimate Tiles will not charge an individual at all for making a request to correct/update personal information or to associate an individual's statement with his/her personal information (in circumstances where we are not able, for good/sufficient reason, to change such personal information).

If you ask us to correct personal information that we hold about you, or if we are satisfied that the personal information we hold is inaccurate, out of date, incomplete, irrelevant or misleading, we will take reasonable steps to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.

Contact details for our Privacy Officer are:

The Privacy Officer

accounts@ultimatetiles.com.au

Ultimate Tiles 18 Latham Street, Mornington VIC 3931.

For information about privacy generally, you may visit the Office of the Australian Information Commissioner's website at www.oaic.gov.au.

Currency of this policy

We may update this policy from time to time without notice. The current version of this policy will always be available on our website and a copy may be obtained by contacting our Privacy Officer. This policy was last updated in February 2022.