



## Privacy Policy

Effective Date: October 22, 2025

### 1. Overview

Vivid Flooring Solutions (“VFS”, “we”, “us”, or “our”) is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, store, and disclose personal information in accordance with the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles (APPs)*.

By using our website, products, or services, you consent to the collection and handling of your personal information as described in this Policy.

### 2. Information We Collect

We may collect personal information directly from you or through your use of our website, including:

- Contact details (name, phone number, email address, postal address)
- Business details (company name, ABN, position or title)
- Order information (product preferences, purchase history, payment details)
- Website usage data (IP address, browser type, device information, and cookies)
- Correspondence through email or contact forms

### 3. How We Use Your Information

We use personal information for purposes including:

- Processing and fulfilling orders
- Providing quotations, invoices, and support
- Managing accounts, warranties, and returns
- Communicating updates and promotions
- Improving website performance and offerings
- Complying with legal obligations

### 4. Cookies and Analytics

Our website uses cookies to enhance user experience and analyse traffic. You can manage or disable cookies through your browser settings, but this may affect functionality.

### 5. Disclosure of Personal Information

We may disclose information to third-party providers, regulatory authorities, or business partners as required. All third parties must handle data in accordance with the APPs.

### 6. Data Storage and Security

We take reasonable measures to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

### 7. Access and Correction

You have the right to request access to or correction of your personal information. Contact us via the

details below, and we'll respond within 30 days.

#### **8. Your Rights Under Australian Law**

We recognise your rights under the *Australian Consumer Law* and the *Privacy Act 1988 (Cth)*, including your right to transparency, data access, and correction.

#### **9. Changes to This Policy**

We may update this Policy from time to time. The latest version will always be available on our website.

#### **10. Contact Us**

Vivid Flooring Solutions

Email: [contact@vividflooringsolutions.com.au](mailto:contact@vividflooringsolutions.com.au)

Phone: 1300 XXX XXX

Address: Gold Coast, QLD 4217, Australia