

S+M

RECOVERY

Privacy Policy



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www.smrecovery.com.au

SHOWROOM

24 Hasler Rd,
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Privacy Policy

S+M Recovery Privacy Policy

1. Introduction

Welcome to S+M Recovery. We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or use our services.

2. Information We Collect

2.1 Personal Information

When you visit our website, make a purchase, or contact us, we may collect personal information such as your name, email address, phone number, postal address, and payment details.

2.2 Non-Personal Information

We may also collect non-personal information such as your IP address, browser type, operating system, and browsing behavior on our website. This information is collected through cookies and similar technologies.

3. How We Use Your Information

3.1 Providing and Improving Our Services

We use your personal information to process your orders, provide customer support, and improve our products and services.

3.2 Communication

We may use your contact information to send you updates about your orders, respond to your inquiries, and send promotional materials if you have opted in to receive such communications.

3.3 Legal Compliance

We may use your information to comply with legal obligations, resolve disputes, and enforce our agreements.

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4. How We Share Your Information

4.1 Third-Party Service Providers

We may share your personal information with third-party service providers who assist us in operating our website, processing payments, delivering products, and conducting our business. These service providers are contractually obligated to protect your information and use it only for the purposes for which it was shared.

4.2 Legal Obligations

We may disclose your personal information if required to do so by law or in response to valid requests by public authorities (e.g., a court or a government agency).

4.3 Business Transfers

In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred to the acquiring entity as part of the transaction.

5. Cookies and Tracking Technologies

5.1 Use of Cookies

Our website uses cookies and similar tracking technologies to enhance your experience, analyze usage patterns, and deliver personalized content. You can control the use of cookies through your browser settings

5.2 Third-Party Analytics

We may use third-party analytics services, such as Google Analytics, to help us understand how users interact with our website. These services may use cookies and other tracking technologies to collect information about your use of our website and report on activities and trends.

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6. Data Security

6.1 Security Measures

We implement a variety of security measures to protect your personal information from unauthorized access, use, or disclosure. These measures include secure servers, firewalls, and encryption of sensitive data.

6.2 Payment Security

All payment transactions are processed through secure gateways and are not stored on our servers. We comply with the Payment Card Industry Data Security Standard (PCI DSS) to protect your payment information.

7. Your Rights and Choices

7.1 Access and Correction

You have the right to access and correct any personal information we hold about you. If you would like to exercise this right, please contact us using the details provided below.

7.2 Opt-Out

You can opt-out of receiving promotional communications from us at any time by following the unsubscribe instructions in the emails we send you or by contacting us directly.

7.3 Data Retention

We will retain your personal information only for as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required or permitted by law.

8. International Data Transfers

8.1 Transfer of Data

Your information may be transferred to and processed in countries outside of Australia, including the United States and the European Union, where our

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third-party service providers are located. We ensure that any such transfers comply with applicable data protection laws and that your information is adequately protected.

9. Children's Privacy

9.1 Protection of Minors

Our website and services are not intended for use by children under the age of 16. We do not knowingly collect personal information from children under 16. If we become aware that we have inadvertently collected such information, we will take steps to delete it as soon as possible.

10. Changes to This Privacy Policy

10.1 Updates to Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. We will notify you of any significant changes by posting the updated policy on our website and updating the "Last Updated" date at the top of this document.

11. Contact Us

11.1 Contact Information

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

- **Email:** sales@smrecovery.com.au
- **Phone:** 0423 894 984
- **Address:** 34 Hasler Rd, Osborne Park, Perth WA, 6017

Access and Correction of Personal Information

Customers have the right to access and correct their personal information held by us. To request access or make corrections, please contact us at sales@smrecovery.com.au. We will respond to your request within a reasonable time frame, usually within 30 days.