

Privacy Protection

This policy establishes how we handle the information we learn about you when you visit our site. Protecting the privacy and personal data of our visitors is of utmost importance to us. Protecting your privacy and your personal data is an important aspect of the way we create, organise and implement our activities on-line and off-line. Our Web site follows the principles set out in the [Recommendation of the Council concerning Guidelines Governing the Protection of Privacy and Transborder Flows of Personal Data \(C\(80\)58/FINAL\)](#).

Linkages Characteristics

The specific practices outlined in this privacy statement apply to the ROSSDOOR Web site. Other bodies/entities (such as, STEEL-LINE GARAGE DOORS AUSTRALIA.) linked to the ROSSDOOR may have slightly different practices, though the commitment to your privacy will always be the same. You are encouraged to review the privacy statements of other bodies/entities when visiting their Web sites.

Purpose Specifications and Data Collection

In general, you can browse the ROSSDOOR Web site without disclosing any information about yourself. If you visit the ROSSDOOR Web site to read or download information, we collect and store only the following information that is automatically recognised: the date and time, the originating IP address, the domain name, the type of browser and operating system used (if provided by the browser), the URL of the referring page (if provided by the browser), the object requested and the completion status of the request.

Cookies and Other Technologies

As described above, we sometimes collect anonymous information from visits to our site to help us provide better customer service. For example, we keep track of the domains from which people visit and we also measure visitor activity on the ROSSDOOR Web site, but we do so in ways that keep the information anonymous. We use the information that we collect to measure the number of visitors to the different areas of our site, and to help us make our site more useful to visitors. This includes analysing these logs periodically to measure the traffic through our servers, the number of pages visited and the level of demand for pages and topics of interest. The logs may be preserved

indefinitely and used at any time and in any way to prevent security breaches and to ensure the integrity of the data on our servers.

We collect the anonymous information we mentioned above through the use of various technologies, one of which is called "cookies". A cookie is an element of data that a Web site can send to your browser, which may then be stored on your hard drive. On the ROSSDOOR "Members Area" (if users register for it), cookies are used to save the visitor's password so that it does not have to be re-entered at each new visit. The following information is stored in the cookies:

- IP address
- Session number
- Customer ID (first name, last name, job function)
- If the user has chosen "remember login and password", those two items are encoded and added to the cookie.
- If a "registered" user to Members Area returns to the site without logging in, the ID stored in the cookie are used to track the user (unless the user manually deleted the cookie, at which point the server will automatically regenerate another cookie).

Also, when we collect personal data from you in connection with a transaction we may extract some information about that transaction.

This information is used and analysed only at an aggregate level to help us understand trends and patterns. None of this information is reviewed at an individual level. If you do not want your transaction details used in this manner, you can either disable your cookies or opt-out at the order or request stage.

We collect the personal data that you volunteer on registration for "Members Area", order, survey, competition, or other forms, or by email.

All our employees and processors who have access to personal data and are associated with the processing of that data are obliged to respect the confidentiality of data.

Visitor's Choice

Registering on our site is optional. If you choose not to register or provide personal information, you can still use the ROSSDOOR Web site. However, you will not be able to access technical items or receive email alerts. ROSSDOOR views the customer information that it collects as a valuable and confidential asset of which we take great care to ensure its safety.

You may choose to register to "Members Area" and receive promotional or marketing information from ROSSDOOR or its centres by selecting the appropriate option when you register personal data. If you choose to register, your information will be available to ROSSDOOR staff. If you do not wish to continue receiving promotional or marketing information, please notify us by e-mail at sales@rossdoor.com.au.

Disclosure

You may also choose to receive promotional or marketing information from other organisations. You can indicate this choice by selecting the appropriate option during registration. When you choose to receive promotional or marketing information from other organisations, we only disclose your name and address to them. However, you should note that other organisations may follow privacy practices which are different from our own privacy practices.

At any time you can ask us not to further disclose your name and address by sending an e-mail to sales@rossdoor.com.au

Individual Participation / Access

You can ask us whether we are keeping personal data about you, and you can also request to receive a copy of that personal data. Before sending you any personal data, we will ask you to provide proof of your identity. If you are not able to provide proof of your identity, we reserve the right to refuse to send you the personal data.

We will make a sincere effort to respond in a timely manner to your requests to the previous questions or to correct inaccuracies in your personal information. At any time, you may request that we delete or correct your personal information in our logs. For such requests, please contact sales@rossdoor.com.au

Security

We intend to protect the quality and integrity of your personal information. ROSSDOOR has implemented technologies and security policies to protect the stored personal data of our users from unauthorised access, improper use, alteration, unlawful or accidental destruction and accidental loss. We will continue to enhance our security procedures, as new technology becomes available. ROSSDOOR employees and processors who have access to personal data are obliged to respect the privacy of our visitors and the confidentiality of their personal data.

Use of Images

Rosssdoor places a high importance on our clients privacy. All images shown on this site are displayed and portrayed as examples of past work carried out by the company for builders, architects, property developers and private property owners.

Information regarding the property and/or personal details of any and all images provided on this site are strictly confidential and not for public distribution or comment.

Any and all photographs and/or illustrations provided by the company on this site remain the property of Rosssdoor Garage Doors and Gates and protected by Trademark. Photo's and/or illustrations can be removed at the property owners request.

Duplication of any photographs, illustrations and/or specifications in full or in part, of any kind and for any reason is not permitted without the combined authority of the property owner and the Management of Rosssdoor Garage Doors and Gates.

Breach of this privacy policy in will incur legal prosecution.

Links

Throughout the ROSSDOOR Web site, you will find links to third party

Web sites. Please note that ROSSDOOR is not responsible for the privacy policies or content on third party sites.

Notifications of Changes

As ROSSDOOR creates new services that may generate a need to amend this privacy statement, ROSSDOOR will highlight such changes on the ROSSDOOR Web site home page.