



## HaH Privacy Policy 2024

### Hydro at Home Privacy Policy

#### Introduction

Business & Leisure Solutions Pty Ltd ABN 97600277852 trading as HYDRO AT HOME is strongly committed to protecting your privacy when you interact with us, our products and our services. HYDRO AT HOME regards customer privacy as an important part of our relationship with our customers.

The following privacy policy applies to all HYDRO AT HOME Customers and users, and conforms to Internet privacy standards.

#### Application of this privacy policy

The HYDRO AT HOME Privacy Policy applies to personal information collected by HYDRO AT HOME whether we have asked for the information or not. This Policy applies only to Business & Leisure Solutions Pty Ltd ABN 97600277852 trading as HYDRO AT HOME. It does not apply to any other company or organisation, including those whose services have links to HYDRO AT HOME products or services.

#### Collection and use of personal information

HYDRO AT HOME collects information about you:

- Because you have registered with us as a customer of HYDRO AT HOME
- Because you have purchased products from our HYDRO AT HOME website
- Because we need it to provide a product or service that you have requested
- Because we would like to improve our services

Broadly there are three (3) types of information or data we collect:

#### Personal information that is required:

In some instances you must provide personal information if you wish to use or utilise a particular service or participate in an activity.

#### Personal information that is optional:

You may choose to provide some personal information which is not required but is directly related to HYDRO AT HOME activities. For instance you may provide us with information regarding specific interests which will allow us to provide a product offering that matches your interests.

#### Permissions:

Sometimes you will be asked to confirm that you agree to a particular activity. For example, you may need to expressly agree that you would like to receive a newsletter or to confirm that you agree to the terms and conditions of a competition.

#### Disclosure of personal information

HYDRO AT HOME may disclose your personal information to third parties for the following purposes:

- To provide the service or participate in the activity you wish to utilise
- Research related to the performance, quality, maintenance and/or improvement of HYDRO AT HOME products and services
- To customise and promote HYDRO AT HOME products and services that may be of interest to you
- To provide technical support to you to use HYDRO AT HOME services
- If permitted or required by law or
- Otherwise with your consent



## HaH Privacy Policy 2024

HYDRO AT HOME is assisted by a variety of third parties to deliver goods and services. Some examples of third parties include but are not limited to:

- Technology service providers
- Logistical and courier services
- Financial payment options service providers (eg ZipPay)
- Promotion and marketing fulfilment partners
- Subscription service providers and their mailing houses

Under no circumstances will HYDRO AT HOME sell or receive payment for licensing or disclosing your personal information. Some HYDRO AT HOME services may be integrated with external services including social media networks. This may mean that information, for instance about your interests and activities, may be tracked or obtained from other sources (eg Facebook). If you are signed in to a HYDRO AT HOME service which is integrated with other media tools, this information may be available to others depending upon the privacy settings you have in place on other platforms.

We may collect information about your computer, including your IP address, operating system and browser type, for system administration and in order to create reports. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

### **Use of cookies**

Cookies are pieces of text that are transferred into the memory of your computer to store preferences, record session information and collect information on how you visit and access our Website. The use of cookies can improve the efficiency of your navigation of our Website and generally assist in our quest to provide services to you in the most convenient and prompt manner.

### **E-Mail and electronic communications**

To help us make e-mails more useful and interesting, we may receive a confirmation when you open e-mail from HYDRO AT HOME if your computer supports such capabilities. If you do not want to receive e-mail or other mail from us, please adjust your account to reflect this by "Unsubscribing".

### **Accessing your personal information**

You have the right to access information that is held by HYDRO AT HOME about you. You also have the right to request the correction of any of your personal information held by HYDRO AT HOME. HYDRO AT HOME will take reasonable steps to make appropriate corrections to personal information so that it is accurate, complete and up to date.

To seek access to, or correction of, your personal information please contact HYDRO AT HOME as follows:

By email: [grow@hydroathome.com.au](mailto:grow@hydroathome.com.au)

By Mail: PO BOX 6217 ROUSE HILL NSW 2155

### **Protection of your personal information**

HYDRO AT HOME will take all reasonable steps to ensure that your personal information is protected from misuse, loss, unauthorised access, modification or disclosure. At the same time some of our third party platforms are not operated or controlled by HYDRO AT HOME and our ability to protect your personal information is limited. We encourage you to be vigilant about the protection of your personal information when using third party services



## HaH Privacy Policy 2024

(eg. social media platforms). As far as is practicable we will make sure that our relationships with those third parties include appropriate protection of your privacy.

### **Information Provided**

Every effort has been made to ensure the accuracy and currency of information provided on this site. However, HYDRO AT HOME cannot accept any responsibility for errors or omissions. As the ultimate end use of a product is outside of our control, users should check the information supplied or seek detail from us regarding product suitability or product requirements.

To the extent permitted by law, HYDRO AT HOME is not liable for loss, damage or liability arising from errors, omissions, inaccuracies or any misleading or out of date information whether contained on this site or any link attached to this site.

### **Intellectual Property Rights**

This site contains material in which the copyright is owned by and is not limited to HYDRO AT HOME. This material including wording, depictions and logos may be downloaded for personal use only and may not be used for any other purpose or further reprinted without prior written permission from Business & Leisure Solutions Pty Ltd trading as HYDRO AT HOME.

### **Credit Card information**

Your credit card details are only stored and transmitted in encrypted form. Unencrypted credit card information is not stored on our internet servers. Online credit card payments are currently processed using the following third party gateway and payment services; eWay who provide a PCI-DSS (plastic card industry data security scheme) compliant gateway service to HYDRO AT HOME that is used to securely process customer payments. eWAY is certified as meeting Tier 1 of the PCI DSS compliance criteria, which is the highest level of compliance available.

### **Children**

HYDRO AT HOME does not sell products for purchase by children. If you are under 18, you may use HYDRO AT HOME only with involvement of a parent or guardian. The Site is not intended for individuals classified as minors. We do not intentionally collect Personal Information from children. If you are the parent or guardian and believe your child has provided us with Personal Information, please contact us to request deletion.

### **Conditions of use, notices and revisions**

If you choose to visit HYDRO AT HOME, your visit and any dispute over privacy is subject to this Notice and our Terms of Use, including limitations on damages, arbitration of disputes, and application of the law of Australia. If you have any concern about privacy at HYDRO AT HOME, please send us a thorough description to [grow@hydroathome.com.au](mailto:grow@hydroathome.com.au) and we will do our best to resolve it keeping in mind our business will change constantly.

This Notice and the Conditions of Use will change also, and use of information that we gather now is subject to the Privacy Notice in effect at the time of use. 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.

### **Privacy complaints and enquiries**



## HaH Privacy Policy 2024

HYDRO AT HOME welcomes feedback about privacy issues and will attend to all questions and complaints promptly.

You can contact HYDRO AT HOME about any privacy issues as follows:

By email:

[grow@hydroathome.com.au](mailto:grow@hydroathome.com.au)

By Mail:

PO BOX 6217 ROUSE HILL NSW 2155