



The Home Studio Co.

Privacy Policy

1 Our policy

This privacy policy sets out the commitment of Tess Crane (ABN 44 318 126 734), trading as The Home Studio Co., ('we', 'us') to protecting the privacy of personal information we collect about you through our website located at <https://www.thehomestudioco.com/>.

Please read this privacy policy carefully and contact us at hello@thehomestudioco.com if you have any questions.

By providing us with personal information, you indicate that you have had sufficient opportunity to access this privacy policy and that you have read and accepted it and consent to the collection, use, storage, and disclosure of your personal information as set out in this policy.

If you don't want to provide personal information to us, then you don't have to, however, this may affect your use of this website.

Making changes

If we decide to change our privacy policy, we'll let you know by posting such changes on our website.



2 Types of personal information we collect.

The types of personal information we collect may include:

- (a) identity data (including your name and username or similar identifier).
- (b) contact data (including your contact details such as you're billing and delivery address, email address and telephone number).

- (c) transaction data (including details about payments to and from you and other details of products you have purchased from us).
- (d) technical data (including your internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website).
- (e) profile data (including your username and password, purchases or orders made by you, your interests, preferences, feedback, and survey responses).
- (f) usage data (including information about how you use our website, products, and services); and
- (g) marketing and communications data (including your preferences in receiving marketing from us and our third parties and your communication preferences).

If you're a customer and would like to deal with us anonymously or use a pseudonym, feel free to do so. However, please note that we may require some information in order to deliver products and services to you (for example, we require a mailing address to send orders to).



3 How we collect personal information

We may collect personal information from you when you:

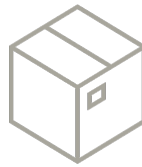
- (a) visit our website.
- (b) make an enquiry with us via phone, our website, web enquiry form, or social media.
- (c) engage us for interior design services, including by completing our onboarding forms and client engagement agreement.
- (d) sign up to a marketing subscription (such as an email list, newsletter, etc).

We are committed to using lawful and fair means to collect personal information and collecting it from others only when it is unreasonable or impracticable to obtain certain information from you directly.

Third parties may also use cookies, web beacons and similar technology to collect or receive information from our Website or from you and from elsewhere on the internet and use that information to provide measurement services and targeted advertising (such as the Facebook pixel, Google Analytics and AdWords).

If we receive your personal information from third parties, we will protect it as set out in this privacy policy.

We will destroy or de-identify information where we form the opinion that the information has been provided to us unlawfully or unfairly.



4 Why we collect, hold, use, and disclose personal information.

We collect, hold, use and disclose your personal information as is reasonably necessary for us to perform our core functions and activities, including for the following purposes:

- (a) to contact and communicate with you.
- (b) to provide goods or services to you.
- (c) to maintain a database of customers, subscribers, loyalty program members or similar.
- (d) to market to you and others, including remarketing (this may involve the use of a Facebook pixel or similar technology to allow us to display our advertising to you elsewhere on the internet, for example, on Google or Facebook).
- (e) for internal record keeping.
- (f) to improve your customer service experience.
- (g) to facilitate refunds.
- (h) for statistical purposes (for example, to help us improve our Website).
- (i) to verify transactions to ensure that we are not subject to any potential risk or fraudulent activity.
- (j) as required by law.

Where we disclose your personal information to third parties for these purposes (such as to Squarespace) we will do our best to ensure that their privacy policy adheres to similar standards of privacy protection and/or request that the third party follow this privacy policy regarding handling of your personal information. We will also be diligent in ensuring that the personal information we disclose is accurate, up-to-date, complete, and relevant.

We will not use or disclose personal information for the purpose of direct marketing unless you have consented to the use or disclosure of the information for that purpose.

Your personal information will not be disclosed to international recipients.

Please note that we will not disclose your personal information for any purpose other than the purpose for which it was collected without your consent unless we are required to do so by law.



5 Cookies

As you probably know, a cookie is a small text file that's placed on your computer to help us remember your preferences, like your login information or location. Cookies are used for a variety of reasons. We use cookies to make it easier and faster for you to use our Website.

We also use cookies for security purposes to protect you online. We and our third-party vendors may also use cookies to display advertisements to you elsewhere on the internet.

You can block the use of cookies by selecting the appropriate settings on your browser. You can opt out of third-party vendor cookies by visiting your Google Ad settings or http://www.networkadvertising.org/managing/opt_out.asp.

Please note that the Website may not work as well for you if you disable cookies.



6 Links

To help you find more information, we sometimes include links to other helpful websites from our Website. Please note that this privacy policy only applies to information that we collect on our Website (not any other site).

As we aren't responsible for data collection on those other sites, our privacy policy won't apply. We can't guarantee any of the privacy practices of other websites, so please be safe and make sure you read their privacy policy before giving them your personal information.



7 Access and correction

Access

You can request details of personal information that we hold about you. We will respond to any request to access information within a reasonable time.

Correction

If you believe that any information, we hold about you is inaccurate, out of date, incomplete, irrelevant, or misleading, please contact us by email at hello@thehomestudioco.com.

We rely in part on you advising us when your personal information changes. We will endeavour to promptly correct any information found to be inaccurate, incomplete, or out of date and to notify you of the correction, unless it is impracticable or unlawful to do so.

Deletion

If you want us to delete personal information we hold about you or to not collect information from you for a specific purpose, such as targeted advertising, please contact us by email at hello@thehomestudioco.com.

If you would like us to remove an image or reference to your name or likeness, please let us know if writing by emailing us at hello@thehomestudioco.com.

Please note that if we agree to delete your information, because of backups and records of deletions, it may be impossible to completely delete your information without retaining some residual information. We will functionally delete the information and we will not sell, transfer, or use personal information relating to you in any way moving forward.

We will respond to any request to access, correct, or delete information within a reasonable time.



8 Security

We are committed to ensuring that the personal information we hold is secure and protected from misuse, interference, loss and unauthorised access, modification, or disclosure.

We undertake the following precautions to protect personal information we hold:

- (a) our website contains pages encrypted with SSL (Secure Sockets Layer) to ensure the safety of any data that is submitted through use of this Website.
- (b) we ensure DOS protection through our cloud hosting provider.
- (c) we limit access to personal information to a “need-to-know” basis.
- (d) the backend of our website is password protected.
- (e) we protect devices we use to collect, hold, use and disclose personal information with industry-standard anti-virus software.
- (f) our devices are protected by passwords and are stored in secure premises.
- (g) data is securely stored on cloud servers.
- (h) all hard copies of personal information are kept in secure storage with access by authorised personnel only.
- (i) all conversations involving the discussion of personal information take place in private, where conversations are unable to be overheard by unauthorised personnel.
- (j) if we no longer need personal information, we take reasonable steps to delete or de-identify the information.

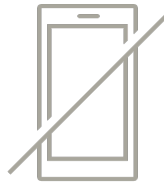
While we take commercially reasonable measures to maintain a secure website, electronic communications and databases are subject to errors, tampering and break-ins, and we cannot guarantee or warrant that such events will not take place and we will not be liable to you for any such occurrences.



9 Making a complaint

If you believe that we have breached this privacy policy and want to make a complaint about that breach, please contact us by email at hello@thehomestudioco.com.

If you're not happy with our response, you can also lodge a formal complaint with the Office of the Australian Information Commissioner by phone at 1300 363 992, online at [Privacy complaint form \(business.gov.au\)](https://www.business.gov.au/privacy-complaint-form) or by post to: Office of the Australian Information Commissioner, GPO Box 5288, Sydney NSW 2001.



10 Opting out

We like to keep our customers and website visitors up to date, so from time to time we'll send you newsletters, invitations, and updates.

Not to worry: our emails will always come with an "Unsubscribe" button, so you can opt out at any time.

To unsubscribe from our email database, or opt out of communications, use the "Unsubscribe" button in our communication or contact us using the details set out below.



11 Contacting us

For any questions or notice, please contact Tess Crane by emailing hello@thehomestudioco.com.

This privacy policy was last updated: on August 2023.