

Privacy Policy



1. Our dedication to your privacy

At Longwaves Pty Ltd trading as A Wood Shed (“we”, “us”, or “our”), we are committed to protecting the privacy of Personal Information we collect and hold. This Privacy Policy (“Policy”) outlines how we manage (collect, use, disclose, store, secure and dispose of) your Personal Information in accordance with the **Privacy Act (Cth)** (Commonwealth) (“the *Privacy Act*”, including the Australian Privacy Principles (APPs), and other applicable privacy laws. This policy also outlines how to contact us if you have any questions about the management of your Personal Information, would like to access the Personal Information we hold about you, or wish to make a complaint, providing details of both our Privacy Officer and the Office of the Australian Information Commissioner.

This policy applies to all Personal Information collected and held by us, including information about our employees, customers, contractors, suppliers (and their employees), position candidates, and individuals interacting with us through our website, social media and marketing activities.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

2. What is Personal Information and why do we collect it?

The *Privacy Act* defines Personal Information as “information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- a. Whether the information is true or not; and
- b. Whether the information or opinion is recorded in material form or not.”

The type of current and historical information that we may collect about you could include (but is not limited to):

- identification name;
- contact details (e.g. address(es), email address(es), telephone number(s));
- employment details;
- education information;
- identification details (e.g. date of birth, gender and government identifiers like ABN, drivers licence number, passport number, other relevant licence details)
- financial information;
- details of transactions/purchases, communications and activity relating to our products, services, benefits and business;
- demographic information, preferences, interests and opinions relevant to our business and operations;
- membership numbers or other personal identifiers related to your access to or use of our services;
- health and medical information (e.g. injury details if there is an incident at one of our stores or sites, vaccination information where required or for safety purposes, medical records relevant to staff absences or suitability for roles);
- images from video surveillance, body cameras and other cameras used in and around our stores (including in car parks, pick up areas, store entrances and publicly accessible spaces);
- employment information you provide us with, including details regarding your employment history, educational qualifications, referee details and similar information.
- information provided in surveys, feedback, complaints or commentary;
- social media account names or tags (where you have engaged with us on a social media platform)
- other Personal Information you provide to us.

This Personal Information is obtained in a range of ways including interviews, in store communications, correspondence by telephone and email, via our website www.awoodshed.com.au, from your website or social media, from media and publications, from other publicly available sources, from cookies, and from third parties. We don't guarantee website links or policies of authorised third parties.

We use cookies and similar tracking technologies to enhance your browsing experience, analyse site traffic, and personalise content. You can control cookie settings through your browser preferences.

We collect your Personal Information for the primary purpose of carrying out our business operations, including providing products and services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

3. Sensitive Information

Sensitive Information is defined in the *Privacy Act* to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive Information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

4. Use of Surveillance

We use surveillance cameras in and around our stores to maintain safety and security. Video footage is stored securely and accessed only by authorised personnel. Footage may be retained for a limited time unless required for investigations.

5. Related Entities

We may exchange and combine Personal Information with our related entities to enable us and them to undertake a range of important functions.

6. Collection from Third Parties

Where we collect Personal Information about you from third parties, we will take reasonable steps to inform you of the collection, the source, and how we will use your information, unless it is obvious from the circumstances.

We may engage third-party service providers to perform functions on our behalf, such as data hosting or processing. These providers are contractually required to handle personal information in accordance with applicable privacy laws.

7. Disclosure of Personal Information

Your Personal Information may be disclosed in some instances, including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

We do not routinely disclose Personal Information overseas. If we do, we will take reasonable steps to ensure that any overseas recipients handle your Personal Information in a manner consistent with the Australian Privacy Principles.

8. Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer required for the purpose for which it was obtained, it is or will be stored in secured client files which will be retained by us for a minimum of 5-7 years in accordance with current legislative requirements, following which we will take reasonable steps permanently de-identify and/or destroy your Personal Information.

9. Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Longwaves Pty Ltd will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information and prevent disclosure to persons who are not authorised to access it, we may require identification from you before releasing the requested information.

10. Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

11. Making a Complaint

If you believe we have breached the *Privacy Act*, including the APPs, or any other applicable privacy law, you may make a complaint to us.

- How to complain: Please submit your complaint in writing to our Privacy Officer (see the "Contacting Us" section of this Policy. Your complaint should include details of the alleged breach.
- Our response: We will acknowledge receipt of your complaint in writing upon receipt and aim to resolve it within 30 days. If we expect to take longer, we will notify you and provide an updated timeframe. Once we have investigated your complaint, we will inform you of the outcome and the steps we will take to address your complaint.
- Further action: If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC). The OAIC is the independent national regulator for privacy and freedom of information.
 - OAIC Website: www.oaic.gov.au
 - OAIC Phone: 1300 363 992

12. Contacting Us

If you have any questions about this Privacy Policy, wish to access or correct your Personal Information, or make a complaint, please contact our Privacy Officer on the below details:

- Privacy Officer of Longwaves Pty Ltd
 - Email: admin@awoodshed.com.au
 - Phone: (07) 3217 0997
 - Mailing Address:
Privacy Officer
Longwaves Pty Ltd
PO Box 1374
Oxley Qld 4075

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The most current version will always be posted on our website. We encourage you to review this policy periodically to stay informed about how we are protecting your Personal Information.

This Privacy Policy was last updated on 21 May 2025.