

## Privacy Policy — Kelwin Coastal Carpets

At Kelwin Coastal Carpets, we respect your privacy and are committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This Privacy Policy explains how we collect, use, and protect your information when you visit our website, request a quote, or use our services.

### 1. Information We Collect

We may collect the following personal information from you:

- Contact details – your name, phone number, email address, and address.
- Service details – information about your flooring project, property measurements, and product choices.
- Payment information – if you make a purchase or pay an invoice (processed securely through trusted providers).
- Communication history – emails, text messages, or phone call details related to your enquiry or booking.

We only collect the information we need to provide our services to you.

### 2. How We Use Your Information

We use your personal information to:

- Prepare and send quotes or invoices.
- Schedule and carry out installations and product deliveries.
- Communicate with you about your booking or service.
- Improve our products, services, and customer experience.
- Comply with legal and regulatory requirements.

We will never sell, rent, or trade your personal information to third parties.

### 3. Sharing Your Information

We may share your information with:

- Trusted contractors or suppliers involved in providing your flooring or carpet installation.
- Payment processors or accounting systems that securely handle transactions and business records.
- Government authorities if required by law or to protect our legal rights.

All third parties we work with are required to handle your information safely and in line with privacy laws.

### 4. How We Protect Your Information

We take reasonable steps to protect your personal information by:

- Using secure digital systems and password protection.
- Limiting access to authorised staff and contractors only.
- Regularly reviewing our data security practices.

However, please note that no online transmission or storage system is completely secure. If you believe your privacy has been compromised, please contact us immediately.

## 5. Access and Correction

You can request:

- Access to the personal information we hold about you.
- Correction of any inaccurate or outdated details.

We will respond to your request within a reasonable time and may require verification of your identity.

## 6. Cookies and Website Data

If you visit our website, we may use cookies and similar tools to improve your browsing experience. Cookies help us understand how visitors use our site and allow us to make improvements. You can disable cookies in your browser settings if you prefer.

## 7. Contact Us

If you have any questions, concerns, or complaints about how we handle your personal information, please contact us:

GNT Holdings Pty Ltd t/as Kelwin Coastal Carpets  
ABN: 70 108719964  
Address: 16 Robert Street, Kunda Park QLD 4556  
Phone: 07 5456 1877  
Email: [accounts@kelwin.com.au](mailto:accounts@kelwin.com.au)  
Website: <https://www.kelwincoastalcarpets.com.au>

We aim to respond to all privacy-related enquiries within 7 business days.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).

## 8. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the updated effective date.

Last Updated: 11 October 2025

