



Privacy Policy

1. Introduction

The Tile HQ (TTHQ) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website <https://portal.thetilehq.com.au>, purchase our products, or otherwise interact with us. Please read this policy carefully to understand our views and practices regarding your personal data and how we will treat it.

2. Information We Collect

We may collect and process the following data about you:

- **Personal Identification Information:** Name, address, email address, phone number, and other contact details.
- **Transaction Information:** Details about payments to and from you and other details of products you have purchased from us.
- **Technical Data:** Internet protocol (IP) address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- **Usage Data:** Information about how you use our website, products, and services.
- **Marketing and Communications Data:** Your preferences in receiving marketing from us and your communication preferences.

3. How We Use Your Information

We use the information we collect in the following ways:

- To provide, operate, and maintain our website and services.
- To improve, personalize, and expand our website and services.
- To understand and analyze how you use our website and services.
- To develop new products, services, features, and functionality.
- To process your transactions and manage your orders.
- To communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the website, and for marketing and promotional purposes.
- To send you emails.
- To find and prevent fraud.
- To comply with legal obligations.

4. Disclosure of Your Information

We may share your personal information in the following situations:

- **With Service Providers:** We may share your personal information with service providers to monitor and analyze the use of our service, to contact you.
- **For Business Transfers:** We may share or transfer your personal information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- **With Affiliates:** We may share your information with our affiliates, in which case we will require those affiliates to honor this Privacy Policy.
- **With Business Partners:** We may share your information with our business partners to offer you certain products, services, or promotions.
- **With Your Consent:** We may disclose your personal information for any other purpose with your consent.

5. Security of Your Information

We use administrative, technical, and physical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse.

6. Your Data Protection Rights

Depending on your location, you may have the following rights regarding your personal data:

- The right to access – You have the right to request copies of your personal data.
- The right to rectification – You have the right to request that we correct any information you believe is inaccurate or complete information you believe is incomplete.
- The right to erasure – You have the right to request that we erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

7. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

8. Contact Us

If you have any questions about this Privacy Policy, please contact us:

- By email: wholesale@thetilehq.com.au
- By phone number: 0457041686
- By mail: 135 Proximity Drive, Sunshine West 3020 VIC