

Privacy Policy

This statement applies to the <https://www.rapidspray.net/> and the <https://parts.rapidspray.net/> websites (the “Sites”) that are owned by Rapid Spray Pty Ltd (“the Owner”).

Collection of Information

It is necessary to collect personal information about you and your business for the purpose of providing the services offered on the Sites. You have rights in relation to this information and this documents sets out these rights. This applies when you visit or make a purchase from the Sites.

Device Information we Collect

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, time zone etc. We also collect information about the individual web pages or products that you view, what websites or search terms referred you to the Sites, and information about how you interact with the Site. We refer to this automatically-collected information as “Device Information.”

We collect this information through a variety of means such as site Cookies, Log Files, Tags and Pixels. We can not do anything with this information and no personal data is collected using these means. This is simply used for analytics, strategy and customer understanding.

Personal Information we Collect

Additionally, when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information (including credit card numbers), email address, and phone number. We refer to this information as “Order Information.”

We also collect certain information when you subscribe to receive communications. You can choose to unsubscribe at any point. Data is deleted after 6 months of no communication.

When we talk about “Personal Information” in this Privacy Policy, we are talking both about Device Information and Order Information.

What we use Personal Information for

We use the Order Information that we collect generally to fulfil any orders placed through the Site (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations).

Additionally, we use this Order Information to:

- Communicate with you;
- Screen our orders for potential risk or fraud; and
- When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Site (for example, by generating

analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

Sharing and Storage of Information

The Owner does NOT share nor will NOT sell your personal information to any other parties for their use in their or others communications or promotional activities.

Your information is kept in a heavily encrypted and protected database. For further information on this please visit: <https://legal.hubspot.com/privacy-policy> . Every effort is made to secure this database to prevent your personal information being obtained by third parties.

Your Right to Information

You have a right at any time to request that you be told what personal information that we hold about you and to request that this information be destroyed.

Cookies

The storing of cookies on your machine is necessary to identify a buyer during a session on this website. These cookies currently expire within 30 minutes, so if no activity (i.e. page loads) occurs within that limit, the cookie is destroyed and a new one created identifying a new session. Previous information is not retained for that new session.

Credit Card Payment System

Credit Card transactions are processed in Australian Dollars using Westpac & St. George PayWay Net Payment Gateway which offers:

- PCI-DSS compliant
- Secure SSL encryption
- No direct collection of credit card details

CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at marketing@rapidspray.net or by mail using the details provided below:

35 Enterprise Crescent, Singleton, NSW, 2330, Australia

