

PRIVACY POLICY & DATA PROTECTION OBLIGATIONS

Melbourne Building Products Pty Ltd

Effective Date: June 2026

1. Statutory Framework & Scope of Policy

1.1 Legislative Compliance

Melbourne Building Products Pty Ltd (“the Company”, “we”, “us”, “our”) is committed to protecting your personal information. This Privacy Policy applies to all in-store operations, online transactions, trade accounts, and builder accounts.

This policy is drafted in strict compliance with:

Privacy Act 1988 (Cth)

Australian Privacy Principles (APPs)

Spam Act 2003 (Cth)

Australian Consumer Law (ACL)

We do **not** sell, rent, or trade your personal information.

1.2 Interaction with the Australian Consumer Law (ACL)

We collect certain personal information—including trade licences, building licences, compliance certificates, and photographic evidence—to:

Validate warranty claims

Confirm licensed installation

Satisfy consumer guarantee obligations

Prevent fraud and protect business assets

This collection is lawful and required to meet ACL obligations.

2. Collection of Personal Information

2.1 Types of Information Collected

To process orders, verify trade or builder accounts, and fulfil warranty obligations, we may collect:

Identity & Contact Data

Full name

Residential and delivery address

Email address

Phone number

Financial & Transaction Data

Encrypted payment details

Purchase history

CCTV footage

Digital signatures

Trade & Builder Verification Data

Building licence number

ABN

Business registration details

Compliance certificates

Technical Data

IP address

Device identifiers

Browser type

Website interaction data (cookies)

2.2 Methods of Collection

We collect information when you:

Purchase products in-store or online

Apply for a Trade or Builder Account

Submit warranty claims

Contact us via forms, email, SMS, or phone

Interact with our website

All collection is lawful, fair, and necessary for business operations.

3. Use & Disclosure of Personal Information

3.1 Primary Purposes of Data Usage

We use your information to:

Process payments and orders
Verify trade or builder eligibility
Authenticate licensed installation
Prevent fraud and chargebacks
Manage deliveries and logistics
Provide customer support
Protect staff, customers, and property via CCTV

3.2 Third- Party Disclosures

We do not share your personal information with any external parties, except:

Advertising Platforms (ONLY when running ads):

Facebook

Google

Metaads

These platforms may receive limited, encrypted data for advertising optimisation.

We do NOT share data with:

Other retailers

Competitors

Unrelated third parties

Data brokers

We may disclose information ONLY when legally required:

Police

Courts

Regulatory authorities

Insurance investigators

4. Data Security & Storage Controls

4.1 Encryption & Storage

We use strong commercial-grade security to protect your data.

Encrypted Information Includes:

Name

Phone number

Email address

ABN

Building licence number

Address

Not Encrypted:

Order history

Product selections

Delivery notes

All data is stored **solely by Melbourne Building Products** on secure systems.

4.2 Security Limitations

We use **unnecessary and advanced security measures** to protect your data, including encryption, restricted access, and secure servers.

However:

No system is 100% immune to hacking.

We cannot guarantee absolute protection against cyber- attacks, but we take all reasonable steps required by Australian law.

4.3 Data Breach Notification

If an **eligible data breach** occurs that may cause serious harm:

We will notify affected individuals

We will notify the **Office of the Australian Information Commissioner (OAIC)**

We will take immediate steps to contain the breach