

PRIVACY STATEMENT

Inside Out Events ABN 47 273 022 977 (“we”, “our”, “us”) is bound by the Australian Privacy Principles (**APPs**) and the *Privacy Act 1988* (Cth) (**Privacy Act**). This means that we have to have policies and procedures in place to protect the personal information that we collect about our customers (“you” and “your”) to whom we hire goods and products from time to time (**Services**) and users of our website www.insideoutevents.com.au (**Website**). Our privacy policy reflects these policies and procedures.

We have drafted this privacy policy to comply with the APPs.

By using our Website and our Services, you agree to this privacy policy. If you do not agree, do not use our Website or our Services.

1. Why do we collect your personal information?

We collect personal information about our customers, suppliers, contractors, job applicants and other contacts to understand and meet their needs, to provide our Services (including contacting you from time to time with specials or offers that may be of interest to you) and to meet our legal obligations. If you do not wish us to contact you with any marketing information, please email us at info@insideoutevents.com.au.

Where you choose not to provide us with the information that we request (or provide either inaccurate or incomplete information to us):

- (a) we may not be able to provide you with Services that you have requested from us in a proper, safe and efficient manner; and
- (b) you risk obtaining goods that you do not want at your financial detriment or loss.

3. What information do we collect?

We will collect information you provide to us as part of your use of our Services, account login feedback and complaints. This will include your personal information such as your name, address, contact phone number, email, fax, merchandise details, your credit card details and your use of our Services.

We will only use your credit card details to process a particular payment for goods or for loss or damage to our goods in accordance with our terms and conditions of hire.

We may also collect automatic information including the Internet Protocol (IP) address used to connect your computer to the Internet; login; e-mail address; computer and connection information such as browser type and version, operating system, and platform; purchase history; the full Uniform Resource Locators (URL) clickstream to, through and from our Website, including date and time; cookie number; and products you viewed or searched for.

4. When we will share your personal information and who with

We will share your personal information:

- (a) If we need to use a third party in the completion of our Services (for example, delivery or collection of goods hired).
- (b) If we employ other companies and individuals to perform functions on our behalf, for example, sending postal mail and e-mail, removing repetitive information from customer lists, analysing data, providing marketing assistance, and providing customer service. They have access to personal information needed to perform their functions, but may not use it for other purposes.

We do not share any information with third parties for any unknown or unrelated uses and will not sell your private information.

We also reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on us

5. What about cookies?

Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your web browser to enable our systems to recognise your browser and to provide features such as automatic login. If You would like to know more, the "Help" section of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether.

The information generated by the cookie about your use of our Website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google uses this information to evaluate website use, compile reports on website activity for website operators and provide other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf.

Google does not associate your IP address with any other data held by Google. As stated, you may refuse the use of cookies by selecting the appropriate settings on your browser. However, please note that if you do this you may not be able to use the full functionality of our Website. By using our Website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

6. Links

Links on our Website to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of our Website.

7. Security

Despite our best efforts, information conveyed over the internet is never completely private or secure.

The security of your personal information is important to us. When you enter sensitive information on our website, we encrypt that information using secure technology (for example socket layer technology (SSL)). When sensitive information is collected, we never permanently store complete versions of those details.

If we no longer require your personal information and are not legally required to retain it, we will take reasonable steps to destroy or permanently de-identify the personal information.

If you have any questions about security on our Website, you can email us at info@insideoutevents.com.au.

8. Access to your information

If:

- (a) your personally identifiable information changes;
- (b) you no longer desire our Services;
- (c) you wish to correct, update, delete or deactivate your account; or
- (d) you would like to access the personal information that we hold about you,

you can make changes, deactivate accounts or otherwise get access by emailing us at info@insideoutevents.com.au.

We will respond to your request within a reasonable time. There are some situations set out in the APPs where we will not be able to give you access to personal information. For example if giving you access would breach someone else's privacy rights.

Generally, we will not charge fees for giving access to personal information. However, we reserve the right to charge reasonable fees where requests for personal information contain complications or are resource intensive.

9. Complaints

- (a) If you believe that we have failed to meet our privacy obligations or breached your privacy rights, you may make a written complaint to us by emailing us at info@insideoutevents.com.au.
- (b) We will review your complaint, consider our conduct in relation to the complaint and the requirements of the APPs, and will consider appropriate action.
- (c) We will inform you of our decision within 30 days of receiving the complaint.
- (d) If you are unhappy following our determination you may make a complaint to the Office of the Australian Information Commissioner (www.oaic.gov.au).

10. Changes to our privacy policy

This privacy policy will be reviewed from time to time to take account of new laws and technology, changes to our Services and business operations and practices and the changing business environment. The current version of this privacy policy is available at our Website.