



# BLISSFUL BEDDING LINEN HIRE

PARENT BUSINESS OF

**SOUTH COAST BEDDING & LINEN HIRE**

**BAY & COAST LINEN HIRE**

©

(ABN 54 641 147 133)

## PRIVACY POLICY

Your privacy is important to us.

In this privacy policy we explain our information practices, describe the way your information is collected and used by us and provide other information to show how we comply with the [Australian Privacy Principles \(APPs\)](#) contained in the [Privacy Act 1988 \(Cth\) \(Act\)](#).

### Definitions

This Policy covers the entire service between the Business and you with respect to the use of the Service and Related Services, plus any engaged Third-party service provider. In our policy:

1. [BLISSFUL BEDDING LINEN HIRE](#) © incl Maintenance Division, [SOUTH COAST BEDDING & LINEN HIRE](#) © or [BAY & COAST LINEN HIRE](#) © (ABN 54 641 147 133) is referred to as we, our, us or through acronyms BBLH, SCBLH, BCLH.
2. Other connection or social media platforms on which we have a presence are referred to as Related Services.
3. Individuals or business houses that trade with Blissful Bedding Linen Hire and the child business of the parent business as detailed in point 1 on a regular basis are referred to as Customers, Home Owners, Web-based Customers, users, visitors, you or your.
4. Personal information and sensitive information are collectively referred to as information.

### Introduction

We operate the Service.

By accessing the Service, you consent to the collection and use of the information you provide in the manner we describe in this policy.

### Permission

If you provide us with your information, you consent to our collection, use and storage of that information in accordance with this policy.



BLISSFUL BEDDING LINEN HIRE



SOUTH COAST BEDDING & LINEN HIRE



BAY & COAST LINEN HIRE



What is personal information?

When used in this policy, the term “personal information” has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include (but is not limited to) your name, age, gender, postcode and contact details (including phone numbers and addresses; physical or virtual) and financial information, including your credit card or direct debit information. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information is taken to be personal information.

What is sensitive information?

When used in this policy, the term “sensitive information” has the meaning given to it in the Act. Generally, sensitive information refers to details about your race, ethnicity, politics, religious or philosophical beliefs, sexual preferences, health, genetics or criminal record.

We do not anticipate the need to collect sensitive information from you; however, if we do we will only use it for the purpose for which you provided it.

What personal information do we collect and hold?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, addresses, communications); payment details (including credit card information [*not stored locally without expressed or specifically requested permission*]), comments, feedback, product reviews, recommendations, and personal profile.

We will collect information from you when you:

1. Access the Site;
2. Use the Service;
3. Proceed to purchase product with the Service;
4. Access and use your selected payment methods/tools;
5. Visit Related Service pages with the Service;
6. Contact us with a question or feedback about your Service.

We collect such Non-personal and Personal Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalised service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

Your personal information will be used for the specific reasons stated above, and to enable us to meet our obligations under the Act to ensure the operation of the Service. We may need to allow our authorised staff and/or contractors access to your information, the staff and contractors are required by law, contract and policies to maintain the confidentiality of your information.

If you suspect any misuse or loss of, or unauthorised access to, your information, please let us know immediately.



How do we store, use, share and disclose your personal information?

Our company is hosted via [VentraIP](#), [WordPress](#). These provide us with an online platform that allows us to sell our products and services to you. Your data may be stored through [VentraIP](#), [WordPress](#) data storage, databases and the general [VentraIP](#), [WordPress](#) applications. They store your data on secure servers behind a firewall.

Our payment processor is via [Square](#) and the [National Australia Bank](#). Bank transfers will be via the customers processor in conjunction with our payment processor.

PCI Standards (Payment Card Industry Data Security Standards)

Bank transfers will be via the customers processor in conjunction with our payment processor. The standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express, Apple Pay and Google Pay. PCI-DSS requirements help ensure the secure handling of credit card information by our services and its service providers. Our service further uses direct deposit payment systems to our bank account utilising the National Australia Bank.

PCI compliance information relative to our payment processor/s can be found via [Square](#) and the [National Australia Bank](#).



NAB PCI  
Brochure.pdf

Generally, we will disclose your information for the purpose of assisting us to provide to you with the Service and product we provide. We will make the information we collect from you available to third parties:

- when you give us permission to do so;
- when a connection to a customer is agreed and pending implementation;
- safety, quality assurance and improvement activities;
- managing, monitoring, planning and evaluating our Service;
- testing and maintenance of information technology systems;
- when it is reasonably necessary in order to enable us to provide our Service to you. Including necessary information to Third-party service providers if the service requires;
- for the purposes of product development, research or statistical analysis;
- risk management activities (including liaising with our insurers and legal representatives);
- responding to complaints or inquiries about our Service;
- obtaining advice from consultants and professional advisers;
- when it is reasonably necessary to facilitate payment of your purchase;
- when we reasonably believe it is required by law; and
- as necessary to assert our rights.

Your information may be used or disclosed for research, or for the compilation or analysis of statistics. Where your information is disclosed or published for research or statistical purposes, the information will be de-identified and will not contain material capable of identifying you.

[GDPR](#) General Data Protection Regulation

- [BLISSFUL BEDDING LINEN HIRE](#) © incl Maintenance Division, [SOUTH COAST BEDDING & LINEN HIRE](#) © or [BAY & COAST LINEN HIRE](#) © does not expressly target, source nor store information coming from current or potential customers who may use the Service from the EU. Notwithstanding this statement, the Service through global web platforms can be accessed by customers coming from the EU.



BLISSFUL BEDDING LINEN HIRE



SOUTH COAST BEDDING & LINEN HIRE



BAY & COAST LINEN HIRE



- [Article 5 of the GDPR](#) *Principles relating to processing of personal data*; BBLH, SCBLH, BCLH subscribes that through using the payment processors of [Square](#) and the [National Australia Bank](#) that the Principles of Article 5 of the GDPR are therewithin adhered to.
- Additionally, BBLH, SCBLH, BCLH does not hold, store or forward personal information unless the Service required by our Customer requires this and consent has been given, explicit or otherwise, respective to the processing of his or her personal data for one or more specific purposes.
  - Consent means: express consent or implied consent:
    - the individual is adequately informed before giving consent
    - the individual gives consent voluntarily
    - the consent is current and specific
    - the individual has capacity to understand and communicate consent.

#### How do we communicate with you?

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our business or company, or as otherwise necessary to contact you to enforce applicable national laws, and any agreement we may have with you. For these purposes, we may contact you via email, telephone, text messages, and postal mail.

#### How do we use cookies and other tracking tools?

Our Service is hosted on [VentraIP](#), [WordPress](#) . These platforms collect cookies and data as follows:  
 Session (Transient) cookies: These cookies are erased when you close your browser and do not collect information from your computer. They typically store information in the form of a session identification that does not personally identify the user.

Persistent (Permanent or Stored) cookies: These cookies are stored on your hard drive until they expire (i.e. they are based on a set expiration date) or until you delete them. These cookies are used to collect identifying information about the user, such as Web surfing behaviour or user preferences for a specific site.

Our Service uses through [VentraIP](#), [WordPress](#) as a third-party service to ascertain trends associated with our service. All data collected by [VentraIP](#), [WordPress](#), removes any personal data about the end-user. [VentraIP](#), [WordPress](#) provides the functionality to control the collection of data, disable or define the retention period for data collected or delete data collected. More information on [VentraIP](#), [WordPress](#) data collection can be found via the provided links.

#### How can your site visitors withdraw their consent?

If you don't want us to process your data anymore, please contact us at [blissfulbedding.bbay@gmail.com](mailto:blissfulbedding.bbay@gmail.com)

#### Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, it is your responsibility to check the Service for changes. You can as a User request a direct copy of our Privacy Policy through directly requesting this to [blissfulbedding.bbay@gmail.com](mailto:blissfulbedding.bbay@gmail.com) and we will provide this.

#### How to Contact Us

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [blissfulbedding.bbay@gmail.com](mailto:blissfulbedding.bbay@gmail.com)

#### Complaints



If you have a complaint about our compliance with the Act and we have not resolved your complaint within 30 days after you first notified us of your complaint, you can refer your complaint to the Australian Information Commission by visiting their Service [OAIC](#).

**Last Updated: May, 2023**