

Website & general privacy notice. (January 2020)
The Auctioneering Co. (Western Australia)

Privacy Policy & Notice

This is the privacy notice of The Cee Ess Trust / Celebrity Services Pty. Ltd. / Celebrity Auctions / The Auctioneering Co. (Western Australia) & or other legally associated entities (the company). In this document, “the company”, “we”, “our”, or “us” refers to The Cee Ess Trust / Celebrity Services Pty. Ltd. / Celebrity Auctions / The Auctioneering Co. (Western Australia) & or other legally associated entities registered in Australia with ABN 33 424 892 682

Our registered office is at 10 Norfolk Court, Bateman W.A. 6150.

This is a notice to inform you of our policy about all information that we record about you. It covers both information that could identify you & information that could not.

We are extremely concerned to protect your privacy & confidentiality. We understand that all users of our activities or this web site are quite rightly concerned to know that their data will not be used for any purpose unintended by them, & will not knowingly or accidentally fall into the hands of a third party. Our policy is both specific & strict. It believe it complies with Australian law. If you think our policy falls short of your expectations or that we are failing to abide by our policy, do please tell us.

We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our web site immediately.

Except as set out below, we do not share, or sell, or disclose to a third party, any personally identifiable information collected at this site.

Here is a list of the information we collect from you, either through our web site or because you give it to us in some other way, & why it is necessary to collect it:

1. Business & personal information

This includes basic identification & contact information, such as your name & contact details, it also includes all information given to us in the course of your activities & ours, such as information you give us in your capacity as our client. We undertake to vigorously preserve the confidentiality of the information & of the terms of our relationship. It is not knowingly used for any other purpose. We expect you to reciprocate this policy.

This information is used:

- 1.1. to provide you with the services which you request;
- 1.2. for verifying your identity for security purposes;
- 1.3. for marketing our services & products;
- 1.4. information which does not identify any individual may be used in a general way by us or third parties, to provide class information, for example relating to demographics or usage of a particular page or service.

We keep information, which forms part of our business record for a minimum of six years. That is because we may need it in some way to support a claim or defence in court. That is also the period within which our tax collecting authorities may demand to know it.

2. Market place information

When we obtain information from you specifically to enable you to buy a good(s) or a service offered through our web site or in an off line situation, we assume that in giving us your information, you are also giving us permission to pass it to a relevant person.

3. Your domain name & e-mail address

This information is recognised by our servers & the pages that you visit are recorded. We shall not under any circumstances, divulge your e-mail address to any person who is not an employee or contractor of ours & who does not need to know, either generally or specifically. This information is used:

- 3.1. to correspond with you or deal with you as you expect;
- 3.2. in a collective way not referable to any particular individual, for the purpose of quality control & improvement of our site;

- 3.3. to send you news about the services to which you have signed up or that from sources in the public domain we believe that could be of benefit to you or someone that you know;
- 3.4. to tell you or someone that you know about other of our services or services of sister web sites.

4. Information you post on our website

Information you send to us by posting to a forum or blog or in our advertisement, is stored on our servers. We do not specifically use that information except to allow it to be read, but you will see in our terms & conditions that we reserve a right to use it in any way we decide.

5. Website usage information

We may use software embedded in our website (such as JavaScript) to collect information about pages you view & how you have reached them, what you do when you visit a page, the length of time you remain on the page, & how we perform in providing content to you. [We do not presently associate such information with an identifiable person.]

6. Financial information relating to your credit cards

This information is never knowingly used or retained by us either through our website or otherwise other than for the purpose of our receipt of your payment for goods or services you may purchase from us.

At the point of payment, you are or may be transferred to a secure page on the website of a reputable payment service provider. That page may be dressed in our “livery”, but it is not controlled by us. Our staff & contractors never have access to it.

7. Financial information about your direct debit

When you have agreed to set up a direct credit or debit arrangement, the information you have given to us is passed to our own bank, Westpac Banking Corporation, for processing according to our instructions. We do keep a copy.

Direct credits or debits can only be set up for payments to beneficiaries that are approved “originators” of direct credits or debits. In order to be approved, these beneficiaries are subjected to careful vetting procedures. Once approved, they are required to give indemnity guarantees through their banks.

8. Credit reference

To assist in combating fraud, we may share information with credit reference agencies, so far as it relates to clients or customers who instruct their credit card issuer to cancel payment to us without having first provided an acceptable reason to us & given us the opportunity to refund their money.

9. Third party advertising

We may occasionally authorise third party advertisements on our web site. In doing so, those parties, their agents or other companies working for them will not knowingly be given by us your IP address or other personal information. Accordingly, this privacy notice does not cover the information practices of these third parties.

10. Third party content

Our web site is a form of publishing medium in that anyone may publish information about himself or some other person. We do not moderate or control what is initially posted. If you complain about any of the content on our web site, we shall investigate your complaint. If we feel it may be justified, we shall remove it while we investigate. Free speech is a fundamental right, so we have to make a judgment as to whose right will be obstructed: yours, or that of the person who posted the content which offends you. If we think your complaint is vexatious or without any basis, we shall not correspond with you about it.

11. Information we obtain from third parties

Although we do not knowingly disclose your personal information to any third party (except as set out in this notice), we do receive data which is indirectly made up from your personal information, from software services such as Google Analytics & others. No such information is identifiable to you.

12. Content you provide to us with a view to be used by third party

If you provide information to us with a view to it being read, copied, downloaded, or used by other people, we accept no responsibility for what that third party may do with it. It is up to you to satisfy yourself about the privacy level of every person who might see your information. If it is available to all the World, neither we nor you have any control whatever as to how it is used.

13. Cookies

Cookies (small text files) are put on your computer's hard drive through its web browser when you visit a web

site & used to make web sites work & provide information to the site owners.

Like all other users of cookies, we may request the return of information from your computer when your browser requests a web page from our server. Cookies let our web server identify you to us, & to track your actions & the pages you visit while you use our website. The cookies we use may last for a single visit to our site (they are deleted from your computer when you close your browser), or may remain on your computer until you delete them or until a defined period of time has passed.

Although your browser software enables you to disable cookies, we recommend that you allow the use of cookies in order to take advantage of the features of our website that rely on their use. If you prevent their use, you will not be able to use all the functionality of our website. Here are the ways we use cookies:

- 13.1. to record whether you have accepted the use of cookies on our web site. This is solely to comply with the law. If you have chosen not to accept cookies, we will not use cookies for your visit, but unfortunately, our site will not work well for you;
- 13.2. to allow essential parts of our web site to operate for you;
- 13.3. to operate our content management system;
- 13.4. to operate the online notification form - the form that you use to contact us for any reason. This cookie is set on your arrival at our web site & deleted when you close your browser;
- 13.5. to enhance security on our contact form. It is set for use only through the contact form. This cookie is deleted when you close your browser;
- 13.6. to collect information about how visitors use our site. We use the information to improve your experience of our site & enable us to increase sales. This cookie collects information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from, & the pages they visited;
- 13.7. to record that a user has viewed a webcast. It collects information in an anonymous form. This cookie expires when you close your browser;
- 13.8. to record your activity during a web cast. An example is as to whether you have asked a question or provided an opinion by ticking a box. This information is retained so that we can serve your information to you when you return to the site. This cookie will record an anonymous ID for each user, but it will not use the information for any other purpose. This cookie will last for approximately three months, when it will be deleted automatically;
- 13.9. to store your personal information so that you do not have to provide it afresh when you visit the site next time. This cookie will last for approximately 90 days;
- 13.10. to enable you to watch videos we have placed on YouTube. YouTube will not store personally identifiable cookie information when you use YouTube's privacy-enhanced mode.

14. Calling our help line

When you call our help line, we may collect Calling Line Identification (CLI) information. We use this information to help improve the efficiency & effectiveness of our help line.

15. Sending a message to our support system

When you send a message, we collect the data you have given to us in that message in order to obtain confirmation that you are entitled to receive the information & to provide to you the information you need. We record your request & our reply in order to increase the efficiency of our business / organisation. We do not keep any personally identifiable information associated with your message, such as your name or email address.

16. Complaining

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint. If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, & if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

17. Marketing information

With your permission we use your email address/telephone number & name from time to time to advise you about services or products we believe you would find useful. You may opt out of this service at any time by instructing us at our email address shown in our website.

18. Affiliate information

This is information given to us by you in your capacity as an affiliate of us or a customer or client of ours. Such information is retained for business use only. We undertake to preserve the confidentiality of the information & of the terms of our relationship. It is not knowingly used for any other purpose. We expect any affiliate to agree to reciprocate this policy. As an exception to this, we have the right to disclose your first name & URL of your affiliate connection to other affiliates & to any other person or organisation, on & off site. The reason is solely to enable us to mention winners & others whose performance as an affiliate is in some way outstanding.

19. Use of site by children

We do not market to children, nor do we sell products or services for purchase by children. We do sell products & services for end use by children, but for purchase by adults. If you are under 18, you may use our site only with consent from a parent or guardian.

20. Disclosure to Government & their agencies

We are subject to the law like everyone else. We may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

21. Compliance with the law

This confidentiality policy has been compiled so as to comply with the law of every jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your country, we should like to hear from you, but ultimately it is your choice as to whether you wish to use our website or our services.

22. Review or update personally identifiable information

At any time you may review or update the personally identifiable information that we hold about you, by contacting us at the address below. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

23. Removal of your information

If you wish us to remove personally identifiable information from our web site, you may contact us at pgh@tacwa.biz. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information.

24. Data may be “processed” outside Australia

Our web sites are hosted in Denmark. We may also use carefully selected outsourced services in countries outside Australia from time to time. Accordingly data obtained within Australia may be “processed” outside Australia & data obtained in any other country may be processed within or outside that country.

25. Complaints procedure

- 25.1. If you have a complaint about how we have collected or handled your personal information, please contact us. We will endeavour in the first instance to deal with your complaint & take action to resolve the matter.
- 25.2. If your complaint cannot be resolved at the first instance, we will ask you to lodge a formal complaint in writing, explaining the circumstances of the matter that you are complaining about, how you believe your privacy has been interfered with & how you believe your complaint should be resolved.
- 25.3. We will acknowledge receipt of your formal complaint & indicate the timeframe that you can expect a response. We will endeavour to resolve the complaint as quickly as possible, but if the matter is complex & our investigation may take longer, we will let you know when we expect to provide our response.
- 25.4. If you are unhappy with our response, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC).
- 25.5. How you can contact us ; Emailing: pgh@tacwa.biz, Sending a letter to our privacy officer at: 10 Norfolk Court, Bateman, Western Australia, OAIC contact details: Officer of the Australian Information Commissioner (OAIC) Email: enquiries@oaic.gov.au

26. Change in Privacy Policy

As we plan to ensure our privacy policy remains current, this policy is subject to change. Please return periodically to review our privacy policy.

If you have any question regarding the privacy policy, please contact us through the contact page.