

Bubbalooa Pty Ltd (ABN 15 151 030 796) trading as PO Box Designs

Our commitment to your privacy. PO Box Designs respects your privacy and is committed to handling personal information responsibly and in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This policy explains what personal information we collect, how we use it, and your rights.

1. About This Policy

This Privacy Policy applies to personal information we collect through our website, quotes and contracts, and our dealings with clients, suppliers, contractors and job applicants. We adopt this policy as a matter of good practice and to meet the expectations of the builders, specifiers and principals we work with, and we handle personal information consistently with the APPs.

2. Personal Information We Collect

We collect personal information reasonably necessary for our business, which may include:

- Contact details — name, business name, email, phone and address;
- Project information — site details and correspondence relating to quotes and projects;
- Financial information — billing details and information needed to process payments and credit accounts;
- Website data — information you submit through our contact forms, and technical data such as IP address and browsing information collected via cookies and analytics;
- Employment information — where you apply for a role, the information in your application.

3. How We Collect It

We collect personal information directly from you — when you contact us, request a quote, enter a contract, apply for a role, or use our website — and sometimes from third parties such as builders or referrers where you have dealt with them in connection with a project.

4. How We Use It

- To provide our services — prepare quotes, deliver projects, manage accounts and communicate with you;
- To manage our business — process payments, keep records, and meet legal and contractual obligations;
- To improve — understand and improve our website and services;
- To recruit — assess job applications;
- With consent or as permitted — for related purposes you would reasonably expect, or where the law permits or requires.

5. Direct Marketing

We may use your contact details to send you updates, news and offers about our products and services — for example our newsletter — where you have subscribed or where we are otherwise permitted. Every marketing message includes an easy way to opt out, and you can unsubscribe or ask us to stop at any time by contacting us. We do not sell your information or provide it to others for their own marketing.

6. Disclosure

We may disclose personal information to: our staff and contractors who need it to do their work; service providers such as our accountant, IT, delivery and payment providers; builders, principals and specifiers in connection with a project; and government or regulatory bodies where required by law. We do not sell personal information.

7. Overseas Disclosure

Because we work with an offshore manufacturing partner and an overseas drawings team, some information relevant to a project (such as drawings and specifications) may be disclosed to recipients overseas. We take reasonable steps to ensure such information is handled appropriately. We do not routinely disclose customers' personal financial information overseas.

8. Data Security

We take reasonable technical and organisational steps to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure — including access controls, secure systems and staff awareness. When information is no longer needed and we are not required to keep it, we take reasonable steps to destroy or de-identify it.

9. Data Breaches

We maintain a process to respond to data breaches. Where a data breach is likely to result in serious harm, we will assess and respond in line with the Notifiable Data Breaches scheme under the Privacy Act, including notifying affected individuals and the Office of the Australian Information Commissioner (OAIC) where required.

10. Automated Decision-Making

We use software tools, including AI-assisted tools, to help run our business, for example in estimating and administration. Where we use a computer program to make, or substantially assist in making, a decision that could significantly affect your rights or interests, we will disclose this and the kinds of information and decisions involved, consistent with the automated decision-making transparency requirements of the Privacy Act. Meaningful decisions affecting clients involve human oversight.

11. Cookies & Website

Our website uses cookies and analytics to operate and to understand how it is used. We use Google Analytics (GA4), which sets cookies and collects usage data such as the pages you visit, your device and approximate location; this data may be processed by Google, including on servers outside Australia. You can control or block cookies through your browser settings, and opt out of Google Analytics using Google's browser add-on. Some features may not work fully if cookies are disabled.

12. Access, Correction & Complaints

You may request access to the personal information we hold about you, and ask us to correct it if it is inaccurate. To make a request, or to raise a privacy concern or complaint, contact us using the details below. We will respond within a reasonable time. If you are not satisfied with our response, you may contact the OAIC at oaic.gov.au.

13. Contact & Updates

Privacy enquiries can be directed to the Managing Director at sales@poboxdesigns.com.au or 03 4333 9271, or by post to 4 Pentlands Court, Delacombe, Victoria 3356. We review this policy periodically and will publish the current version on our website.