

## **Privacy Policy**

Your privacy is important to Creative Memories and our Consultants. To better protect your privacy, we provide this notice explaining our online information practices and the choices you can make about the way your information is used and collected by Creative Memories and our Consultants. To make this notice easy to find, we make it available on our home page and on every page where personally identifiable information is requested.

Creative Memories and our Consultants are covered by the 10 National Privacy Principles (NPPs) set out in the Privacy Act (as amended). To comply with the obligations under the NPPs we provide this Privacy Policy.

### **The Information we collect.**

The information Creative Memories and our Consultants receive depends on what you do when you visit our site. Creative Memories and our Consultants will not collect or retain any information about you personally (your name, address, telephone numbers, email address, marketing preferences and ordering history) unless you choose to provide it to us. On some pages you can choose to make requests or provide additional information at your discretion.

### **The way we use information**

We use the information you provide about yourself for order fulfilment, providing you with information relating to products, promotions and the Creative Memories Host and Career opportunities. We do not share this information with outside parties except to the extent necessary to complete the process e.g. to fulfil orders, arrange delivery, provide you with information about products and services that may be of benefit to you, fulfilling any regulatory or legal requirements or to the extent required by law. If for any reason your Consultant ceases to be active, we may appoint another Consultant to assist you, and would provide your information to the new Consultant.

We use return email addresses to answer the email we receive and to send invoices. If you send us e-mail to ask a question, we will only use your information to answer your request. Your email address or other contact information will not be provided to any third party without your prior consent.

We may use non-identifying and aggregate information to better design our Web site and to share with our business partners. For example, we may tell a partner that X numbers of individuals visited a certain area of the site, or that Y number of men and Z number of women filled out a registration or order form, but we would not disclose anything that could be used to identify those individuals.

Finally, Creative Memories and our Consultants never use or share the personally identifiable information provided to us online in ways unrelated to the ones outlined above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

### **Access to your information**

Creative Memories and our Consultants provide access to the personal information we hold about you. Access will be provided in accordance with our Access Policy. If you require access to your personal information please contact [consultantservices@creativememories.com.au](mailto:consultantservices@creativememories.com.au) / [consultantservices@creativememories.co.nz](mailto:consultantservices@creativememories.co.nz)

If you have submitted information about yourself through the Creative Memories/Consultants Web sites or an email message and you would like to delete that information from our records, please contact us. Creative Memories and our Consultants will make every effort to delete your personal information from the files.

Should you have other questions or concerns about these privacy policies, please contact us:

Australia

By phone: 02 9472 9472

By email: [consultantservices@creativememories.com.au](mailto:consultantservices@creativememories.com.au)

By mail: PO Box 755 Hornsby NSW 1630

New Zealand

By phone: 02 9472 9472

By email: [consultantservices@creativememories.com.au](mailto:consultantservices@creativememories.com.au)

By mail: PO Box 755 Hornsby NSW 1630