

Privacy Policy – Super Mobile Skip Bins

This Privacy Policy outlines how Super Mobile Skip Bins ABN 212 383 052 03 (“*Super Mobile Skip Bins*”, “*us*”, “*we*” and “*our*”) collects, holds, uses, discloses and otherwise manages your personal information.

This Privacy Policy applies to all dealings between you and Super Mobile Skip Bins and has been created by Super Mobile Skip Bins to comply with obligations under the Australian Privacy Principles and the *Privacy Act 1988* (Cth).

Super Mobile Skip Bins will always display a current version of the Privacy Policy on our website.

Your continued use of our website or the services Super Mobile Skip Bins offers (“the Services”) or the provision of further personal information to us after the posting of a notice and updated Privacy Policy constitutes your acceptance of the Privacy Policy.

1- Collection of Your Personal Information

Super Mobile Skip Bins is committed to handling your personal information responsibly. We collect your data for various purposes, including but not limited to:

- Managing, administering, and providing our services.
- Verifying your eligibility to use our services.

- Complying with legal obligations, including the Telecommunications (Interception and Access) Amendment (Data Retention) Act 2015 and related legislation.
- Ensuring the efficient management of our business operations.

Your personal information may be collected through our website or, in some cases, from other users if it pertains to a transaction or proposed transaction involving you.

2 - Types of Personal Information Collected

The personal information we collect typically includes:

- **Contact details:** Name, postal code, email addresses.
- **Location and addresses:** Delivery addresses, IP addresses, and geographical location.
- **Phone numbers:** Work, mobile, and home telephone numbers.
- **Business details:** Business entity information and relevant contact details.
- **Content submissions:** Details of any content you submit to the application, including third-party names and contact numbers.
- **Purchase inquiries:** Information about items you enquire about purchasing.
- **Web activity:** Information related to your interactions on our website.
- **Identification:** Other necessary details to verify your identity.
- **Compliance data:** Any information required by law, particularly under the Telecommunications (Interception and Access) Amendment (Data Retention) Act 2015.

3- Use of Your Personal Information

When you become a customer of Super Mobile Skip Bins, we may use your contact details to send you marketing or promotional materials. We may also use photos taken of your delivery address for future marketing or website material. If you prefer

not to receive such communications or would not like us to use your photo material, you can opt out at any time by:

- Using the "unsubscribe" option in any electronic marketing message or email.
- Sending an unsubscribe request to info@supermobileskipbins.com.au.
- Emailing us to remove or modify photographic material

4- Sharing Of Personal Information

At Super Mobile Skip Bins, we value your privacy and will not share your personal information with any organisations, except for related companies and third parties directly involved in delivering the products or services you have purchased from us. We will never sell or rent your personal information for marketing purposes without your explicit consent.

However, there may be exceptional circumstances in which we may disclose your personal information, such as when required by law or when we believe, acting reasonably, that we are permitted to do so under an exemption provided by National Privacy Principle No. 2 of the **Privacy Act**.

By submitting your personal information to us, you acknowledge that, as long as we use your information in accordance with this policy, we are not responsible for any use by third parties who could receive and process it unlawfully.

We also reserve the right to disclose your personal information if required by law or court order when necessary to protect our rights or comply with legal processes, including judicial proceedings, court orders, or legal actions related to our website.

5- SECURITY OF YOUR PERSONAL INFORMATION

At **Super Mobile Skip Bins**, we take the security of your personal information seriously. We are committed to implementing reasonable and commercially accepted measures to protect your personal data from misuse, interference, loss, unauthorised access, modification, or disclosure.

Your personal contact information may be stored in either electronic format or hard copy, and we employ a range of security protocols to safeguard your data. When collecting personal and sensitive information, we use secure web forms to ensure that your details remain protected by our encrypted 2FA securities..

6- Online Payment Security

For online credit card transactions, Super Mobile Skip Bins uses the eWAY Payment Gateway. eWAY is a trusted provider that processes payments for thousands of Australian businesses, offering a safe and secure method of online payment.

All transactions performed on the Super Mobile Skip Bins website are processed through eWAY, utilising 128-bit SSL encryption technology to ensure complete security. Key features include:

- Fully automated payments with immediate responses.
- Complete protection of your credit card information, which cannot be viewed by Super Mobile Skip Bins or any third party.
- Encrypted storage of all transaction data within eWAY's bank-grade data centre.

eWAY is an authorised third-party processor for all major Australian banks.

At no point does eWAY handle your funds directly; all transactions are processed securely and transferred from your credit card to Super Mobile Skip Bins' merchant account.

For more information about eWAY and its payment processing services, please visit www.eway.com.au.

7- Access to Your Personal Information

You have the right to request access to the personal information we hold about you. To make a request, please email us at info@supermobileskipbins.com.au. In some cases, we may be able to handle your request over the phone or in person. Otherwise, we will aim to process your request within 7 days.

In certain circumstances, we may be unable to grant access to your personal information. If this occurs, we will provide an explanation, typically due to concerns that the disclosure could unreasonably impact the privacy of other customers.

Super Mobile Skip Bins takes reasonable steps to ensure that the personal information we collect is accurate, up-to-date, and complete. If you wish to access your personal information to verify its accuracy or make updates, please contact us at info@supermobileskipbins.com.au.

8- Order Confirmation

After placing your order online, you will receive a confirmation that includes the details of your booking. This confirmation is sent automatically if you have provided a valid email address. Typically, we confirm receipt of your order within 5-10 minutes. If you do not receive

a confirmation email, please check your spam/junk folder or contact us to ensure your order was successfully processed.

Delivery Timeframe

We understand the importance of timely service, and we aim to deliver your skip bin within **90 minutes** of your selected delivery date and time. While we make every effort to meet this timeframe, please note that certain factors are beyond our control, such as traffic incidents or road closures. We will keep you informed of any possible delays and work to minimise inconvenience.

Delivery Location

When placing your order, please ensure that the delivery address provided is accurate and accessible. If there are specific delivery instructions, such as a preferred drop-off location or restricted access points, please include this information in your order. Our delivery team will do their best to accommodate your preferences, provided they comply with local road regulations and safety requirements.

9- Policy Changes

Please be aware that this Policy is part of the Terms & Conditions governing your use of our website, forming part of the Agreement between you and Super Mobile Skip Bins. We reserve the right to update or amend this Policy at any time, at our sole discretion, by posting the revised version on this website.

It is your responsibility to regularly review this Policy for any updates. By continuing to use this website and our services after changes have been made, you acknowledge and agree to the updated terms of the Policy.

10- Transfer in Certain Circumstances

In the event of a merger, consolidation, change in ownership, transfer of assets, reorganisation, sale or liquidation, we Super Mobile Skip Bins reserve the right, at our sole discretion, to pass on, transfer, or sell any information collected through this website, including personal information and other data provided by you, to any relevant third parties.

11- Third-Party Cookies

In some instances, we may collaborate with third parties to provide specific services on our website. For example, we use analytics tools such as Google Analytics, which may involve the use of cookies provided by these third-party services. While we may utilise statistical information derived from these cookies to personalise content and for other purposes, we do not have direct access to these cookies.

These third-party companies may share the information gathered from cookies with other entities, including in cases where it is required by law or where other parties process the data on their behalf. Super Mobile Skip Bins does not control the distribution of these

cookies, and we recommend reviewing the privacy policies on the respective third-party websites for further information.

Additionally, if you accessed our website via a link from a third-party site, we cannot be held responsible for the privacy policies and practices of any third-party website.

12- Refund and Cancellation Policy

At Super Mobile Skip Bins we strive to ensure customer satisfaction with every purchase. Below are the details of our refund and cancellation policy:

Eligibility for Refunds

If, for any reason, you are not completely satisfied with your purchase, we offer a full refund, provided that you notify us **at least 48 hours** before the scheduled time of your skip bin delivery. To request a refund, please contact us via phone on 1300 459 164 or email us at **info@supermobileskipbins.com.au** within this timeframe, and we will work to solve any issues.

Cancellations

Cancellations made **24 hours before the scheduled delivery date** will be subject to a cancellation fee of 78\$ that will be deducted from the total amount paid at the time of booking. Cancellations made after the delivery of service may not be eligible for a refund.

Conditions for Refunds

Refunds are subject to the following conditions:

- **Notification Period:** You must notify us of your request for a refund at least 48 hours prior to the confirmed delivery time of your skip bin.

Refund Process

Upon receiving your refund request within the allowed timeframe, we will process the refund within 48 hours. Refunds will be issued to the original card or payment method used during the purchase.

13- How to Contact Super Mobile Skip Bins

At Super Mobile Skip Bins, we are dedicated to respecting your privacy and safeguarding your personal information. If you have any questions or would like more information on how we manage your personal data, please feel free to reach out to us through the following contact details:

Super Mobile Skip Bins

ABN: 21238305203

Address:

22-48 Faunce st,

West Gosford, NSW 2250

Phone: 1300 459 164

Email: info@supermobileskipbins.com.au