

Privacy Policy

1. We understand that the information you give to us is personal and we're committed to respecting your privacy. So here are some important bits and pieces you might like to know about how we collect, store and use any information you give us.
2. This Privacy Policy sets out the commitment of Private Label Skin Care Pty Ltd trading as Private Label Skin Care (ABN 91 616 762 157) ("PLSC", "we", "us") to protecting the privacy of personal information we collect about you, including through this website, <https://privatelabelskincare.com.au> ("Website"), as well as through our other business operations or directly from you.

Collecting data

3. We may collect your information when:
 - a. you make an enquiry with us (for example, by telephone or email);
 - b. you purchase products online, for example, when you send label files and supply credit card details for us to process your payment and contact information in case we have queries;
 - c. collecting data about your activities when you visit our Website or the websites and online services where we display advertising. For example, the content you view, the date and time you view this content, where you saw the adverts, what adverts you clicked on, what products you purchased, or your location information associated with your IP address.

Storing data

4. We don't store your credit card details. However, we do keep your label files, billing, contact, shipping and order information. This information is encrypted before we transmit it over a web server.

Using data

5. The main reason we need your information is to make sure your order gets delivered without any problems. For example, we may email or text you to clarify delivery information, or to confirm that your delivery has been made. Storing your label files, billing, shipping and order details also means you can make subsequent orders and enquiries quickly and easily.
6. On occasion we might also provide data to reputable third parties, for example, to help us analyse sales patterns and navigation techniques.
7. We keep our customers up to date via Facebook and Instagram, but we may sometimes email you with news we think you'd find interesting, or to request some feedback to help us make

PLSC even better. If we do this there will be the opportunity to unsubscribe from any further email communication. If you receive marketing information from us in any other form, you may at any time decline to receive this information by emailing us at info@privatelabelskilcare.com.au. We won't charge you for actioning this request and will take all reasonable steps to do so at the earliest opportunity.

8. We won't pass your information on to any delivery recipient unless you have actually asked us to and we will never sell your information to a third party.
9. The only instances where we would disclose personal information about you are:
 - a. if it's required for a relevant purpose (for example, giving your contact details to a delivery company); or
 - b. if we're required to disclose information in order to meet any legal obligations (for example, a police inquiry or subpoena).

Changes to this Privacy Policy

10. We reserve the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use our website.

Accessing Your Personal Information

11. You have a right to access your personal information, subject to exceptions allowed by law. If you'd like to do so, just let us know. You may be required to put your request in writing for security reasons. We reserve the right to charge a fee for searching for, and providing access to, your information on a per request basis.

Do you live in the EU?

12. PLSC is committed to looking after our customers in the EU and we make every effort to comply with the GDPR.

What is personal data?

13. Any information relating to you.

What is processing?

14. Any operation on personal data like recording, structuring, storing etc.

Who is a Controller?

15. The person or body who determines how and why personal data is processed. In this case that's us – PLSC..



PLSC's Commitment

16. The personal data we collect is:

- a. processed lawfully, fairly and transparently;
- b. collected for the specified, explicit and legitimate purposes including creating our mailing list, direct marketing, taking payment and getting your goodies to you;
- c. adequate, relevant and limited to what is necessary for our purposes;
- d. accurate, and where necessary, kept up to date (we will take every reasonable step to ensure that inaccurate personal data is erased or rectified without delay);
- e. not stored than for longer than is necessary; and
- f. processed in a manner that ensures appropriate security of the personal data.

Your Consent

17. PLSC requests your consent to the processing of your personal data for the purpose of creating our mailing list, marketing, taking payment and distribution/deliveries.
18. You give us consent to process your personal data. You can withdraw that consent at any time by sending an email to info@privatelabelskincare.com.au. If you ask us to, we will stop using your personal data as soon as possible.

How PLSC will work with your personal data

19. To help you to understand how PLSC will work with your personal data we set out some key information below. As always if you have any questions just ask – we are here to help!

PLSC Data Processing Information.⁵

20. Who is the controller of the data? Private Label Skin Care AU Pty Ltd Privacy contact: Caryna Khan.
21. What are the purposes for processing the personal data?
Creating our mailing list, direct marketing, taking payment and getting your goodies to you or to the lucky receiver!
22. What is the legal basis for processing the personal data? Where we have collected data from you for direct marketing purposes, the legal basis is your freely given, informed and explicit consent, which you have given by a positive act (i.e. accepting this Privacy Policy) knowing that you can withdraw it at any time. If you are arranging a delivery it is a contractual requirement to take the payment/billing details and delivery information (otherwise we can't get your goodies to you!). Where we have collected data from you other than pursuant to an engagement or your consent, we have collected data to facilitate our pursuing our legitimate business interests.

23. Who receives your personal data? Your data is received by us, Private Label Skin Care AU Pty Ltd, and by our key suppliers including our distribution and delivery team, and our marketing platforms like Facebook and Instagram.
24. Will we transfer data to a third country? Yes. We use cloud storage systems for our data, which rely on keeping multiple copies of our data in physical servers in several locations in Australia, the UK and the US.
25. How long will your personal data will be stored? We store all order and customer information indefinitely. This is necessary for our legitimate business purposes and to fulfil the purpose for which we collected the data, for example, to make a delivery to you, to contact you for marketing purposes and to facilitate your easy and convenient use of our website and ordering system.
26. You may request access to, rectification or erasure of your personal data, restriction of processing or object to processing for automated decision-making. You also have the right to data portability. We may request a reasonable fee to process a data portability request that is manifestly unfounded or excessive, based on the administrative costs of complying with the request. We will contact you promptly and inform you if we require payment of a fee. We will not be obliged to comply with the request until we have received the fee. Just contact us by phone or email if you have a request like this.
27. You have the right to lodge a complaint with a supervisory authority. PLSC hopes that you will not have complaints but if you do please raise them with us. You also have a right to lodge a complaint with the supervisory authority in the EU Member state where you live or work.
28. Where we have collected data from you where you have 'opted in' for direct marketing purposes pursuant to an offer, the provision of your personal data is a contractual requirement for the delivery of an opt in material. Similarly, if you are arranging a delivery it is a contractual requirement to take the payment/billing details and delivery information. If you do not provide personal data, we not be able to provide our products or services to you.
29. Is there automated decision making (including profiling)? Any automated decision making would only relate to decisions necessary for us to perform the services as agreed for you such as choice of delivery service provider or method. Please note that we also utilise Facebook and Instagram advertising services, which may also utilise automated decision making. Please refer to their privacy statement, available at <https://www.facebook.com/privacy/explanation>, for more information. Please note that we are not affiliated with or sponsored by Facebook or Instagram.
30. We may collect other personal data about you from other sources. All such data is obtained from government registers and is publicly available. The categories of personal data include names, addresses and contact details.



Contacting us

31. If you have any questions about this Privacy Policy or would like further information, please don't hesitate to get in touch:

Caryna Khan
info@privatelabelskincare.com.au