



Privacy Policy

We recognise that the privacy of your personal information is important to you. Unless you directly give us consent to do otherwise, we will only collect and use your personal information as set out below. 'We know pets' Privacy policy is intended to represent industry best practice and comply fully with the Privacy Act 1988.

What information do we collect?

We may collect certain types of personal information from you. Personal information is any information that can be used to identify you and may include details such as name, address, telephone numbers, date of birth, occupation and email address.

How do we collect your personal information?

- We may collect personal information in a number of ways including:
- when you join any of our loyalty programs in any of our stores;
- when you subscribe to our newsletter, sms alerts or any other form of subscription;
- when you contact us with an enquiry
- From markets, fairs or retail events
- subscribe for email updates
- place an online order with us
- We also collect the following information that you may be unaware of:
- the name of the domain from which you access the internet;
- the date and time you access our site;
- the internet address of the website that linked you directly to our site.

What do we do with your personal information?

The information you provide us with allows us to update our website, alert you to special offers that may be of interest to you and most importantly allow us to verify who you are for security and delivery purposes.

Sharing information with third parties

'We Know Pets' does not share, sell or trade your personal information gathered online with third parties. Personal information collected online will only be disclosed within for our own marketing & security purposes. We may however need to provide your personal information to third parties so that they may provide us with certain services, for example, mailing letters, sms alerts and deliveries. In this case your information is always treated as confidential.

How secure is your personal information?

We take all reasonable steps to maintain the security and integrity of your personal information.

Security

Any personal information that you submit will be protected by our secure server. We might, on occasions, use this information to notify you of any important changes to our site or any special promotions that may be of interest to you.

Online ordering security

Secure online ordering is a priority at 'We know pets'. As such, our online shop supports the highest level of accredited security & PCI compliance.

By using the weknowpets.com.au site, you are consenting to the collection of information by 'We know pets' & it's entities.

How can I contact 'We Know Pets'?

For enquiries regarding our privacy or any other policy, please call us on 02 4862 1175, or email admin@weknowpets.com.au

Australian Privacy Commissioner

If you are not satisfied with the way in which we handle your enquiry or complaint, you can contact the Office of the Australian Privacy Commissioner on Tel: 1300 363 992 or email: privacy@privacy.gov.au.

Changes to this Privacy Policy

This is our current privacy policy outlining our personal information management practices. This policy replaces any other privacy policy published by us to date. We may vary this policy at any time. If any changes to these policies occur, we will notify our customers by updating this section of our website.

When using our website you agree to our terms & conditions.

Last updated July 2017