



Privacy Policy

PRIVACY POLICY

Our Privacy Commitment

Terracorp Industries (ABN 65 992 045 074) will endeavour to handle your personal information in accordance with our Privacy Policy and the Australian Privacy Principles. This Privacy Policy summarises how we handle your personal information.

What personal information do we collect?

The types of personal information we collect may include your name, contact information, address, credit/debit card information, and other information regarding your order or history of orders.

Whose personal information do we collect?

We collect personal information from people who are connected to our operations and activities - including employees, customers, and suppliers.

How do we collect your personal information?

Where possible, we will collect your personal information directly from you. We can also obtain your personal information through third parties such as suppliers or tradespersons.

Why do we collect your personal information?

We collect your personal information primarily for business operations relating to the sale and delivery of our products. We will however use data relating to your transaction for marketing strategies. Your personal information is never disclosed to third parties for direct marketing.

Website usage information.

Terracorp Industries collects non-personally identifiable information for each visitor to the Terracorp website, including but not limited to pages viewed while browsing the site, page access times and referring website address. This information is used solely by us for the purpose of gauging visitor traffic, trends and delivering improved content.

To whom does Terracorp disclose your personal information?

We may need to disclose your personal information to other local or national companies/organisations to carry out our activities. This may include:

- Freight forwarders / Delivery drivers – In order to deliver goods, we need to disclose your contact details and delivery address.
- Suppliers / Contractors – If working with suppliers or trades to carry out your order, your personal information may be passed along to other parties.

Where is your personal information stored?

We take all reasonable steps to protect your personal information from misuse, interference, loss, and from unauthorised access, modification, or disclosure. Your personal information will be stored on a password protected electronic cloud database. Hard copies of personal information are not kept on file as we endeavour to operate a paperless business model. Your direct debit or credit cards are not stored. Any payments processed over the phone are done in real time.

Privacy complaints

If you are concerned that your personal information has not been protected, or that Terracorp Industries has breached your privacy, you can make a complaint in writing, setting out your name and contact details, and the circumstances that lead you to believe that your privacy has been breached. If you are not satisfied with the response you receive from Terracorp Industries, you can then lodge a complaint with the office of the Northern Territory Information Commissioner.