

Privacy Policy

Effective Date: 21st September 2025

On A Roll Carpet and Vinyl Pty Ltd (“we”, “us”, “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store and disclose your information when you visit our website, purchase goods, or otherwise interact with us.

1. Information We Collect

We may collect the following types of personal information:

- Name, address, email address, phone number.
- Payment information (processed securely via third-party payment providers — we do not store full credit card details).
- Order history and transaction details.
- Website usage data (via cookies and analytics tools).

2. How We Collect Information

- Directly from you when you place an order, sign up to our mailing list, or contact us.
- Automatically through your use of our website (cookies, analytics, browser/device information).
- From third-party service providers such as payment gateways, delivery partners, and marketing platforms.

3. Why We Collect Information

We use your personal information to:

- Process and deliver your orders.
- Communicate with you about orders, support, and promotions.
- Improve our website, products and services.
- Comply with legal and regulatory obligations.

4. Sharing Your Information

We may share your information with:

- Delivery and logistics partners.
- Payment processors and financial institutions.
- IT, analytics and marketing service providers.
- Regulators, government authorities or law enforcement, where required by law.

We do not sell your personal information.

5. Storage and Security

- Your information is stored securely in Australia and/or New Zealand, or with reputable cloud service providers.
- We take reasonable steps to protect your personal data from misuse, interference, loss, unauthorised access, modification or disclosure.

6. International Transfers

Some of our service providers may be located outside Australia and New Zealand. Where your information is transferred overseas, we take reasonable steps to ensure it is protected in line with this Privacy Policy.

7. Your Rights

You have the right to:

- Access the personal information we hold about you.
- Request correction of inaccurate information.
- Request deletion of your personal information (subject to legal obligations).
- Opt out of marketing communications at any time.

Requests can be made by contacting us (see Section 10).

8. Cookies and Online Tracking

We use cookies and similar technologies to improve your browsing experience, analyse website traffic, and personalise content. You can disable cookies in your browser settings, but some parts of our website may not function properly.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be published on our website with the revised "Effective Date".

10. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

On A Roll Carpet and Vinyl Pty Ltd

Email: john@onarollflooring.com.au

Phone: +61 3 9995 5036

Address: 79-81 Westgate Drive, Altona North VIC 3025