

Privacy Policy

1. Definitions

In these terms and conditions unless the context requires otherwise:

Contract means a contract for the supply of Goods and Services and Services to the Client, which arises in accordance with clause 2 of these Terms.

Client means the Client whose details appear in the Service Agreement, Quotation or the Invoice.

Goods and Services means Goods and Services which the Client has agreed to purchase from the Supplier, details of which are contained in the Proposal, Quotation, and Invoice.

Invoice means a tax invoice describing the Goods and Services which the Supplier is selling to the Client.

Price means the price payable in respect of the Goods and Services and Services, as specified in the Invoice.

Quotation means the quote document provided to the Client by the Supplier, outlining the scope of work and costings.

Proposal means the proposal document provided to the Client by the Supplier when delivering more detailed Goods and Services, outlining the scope of work, options available to the Client, and delivery timeframes.

Services means the video production services as outlined in the Proposal, Quotation, and Invoice.

Supplier means Timeline Partners Pty Ltd, ABN 32 656 366 059. Other trading names include Timeline Media and Timeline IT Services.

Terms means these Terms and conditions of trading.

Policy

- 1** **Type of personal information collected**
For each visitor to our website, our site analytics collects the following type of information for statistical purposes:
 - The number of users who visit the website
 - The date and time of visits
 - The number of pages viewed
 - Traffic patternsThis is anonymous statistical data. No attempt will be made to identify users or their browsing activities. We use this data to evaluate our website performance and improve our content and online offerings.

- 2** **Collection and use of personal information**
When you provide us with personal details (i.e. when contacting Timeline Partners Pty Ltd or other business divisions about our services), we will request personal information such as your name, address, e-mail address and a contact phone number. This information is important so we may contact you when necessary on issues relating directly to our service. We will not use your personal information for any purpose that is not related to the services we provide to you or for any purpose for which you would not reasonably expect us to use the information. We will never sell or disclose your information to any individual or entity outside Timeline Partners Pty Ltd for marketing purposes. We may also collect a username and password from you for account creation. This is to provide access to our support portal and invoicing and payment system.

- 3** **Payment information**
We may also collect your payment information in order to process online payment of your invoices. This information is securely stored with our payment gateway provider, Stripe. Payment information is encrypted. Sensitive information like credit card numbers are not visible to us, although we are able to charge future invoices payment methods that have been stored. For more information, see [Stripe's Privacy Policy](#).

- 4** **Email addresses**
We may use your email address to send you regular communications, which may provide information, or updates on our services. It is our policy to only email customers who give us permission to do so. If we send you an email for a commercial purpose, we will give you the option of not receiving further communications of this nature.

- 5** **Disclosure of personal information**
We may disclose personal information for purposes including to provide our products and services to you, and as required by law.
Where we disclose your personal information to third parties for these purposes, we will request that the third party follow this Privacy Policy regarding handling of your personal information.

- 6** **Access to and correction of personal information**
Access:
You may request details of personal information that we hold about you, in certain circumstances set out in the Privacy Act 1988 (Cth). An administrative fee may be payable for the provision of information. We may refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.
Correction:
If you believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us by email. We rely in part upon customers advising us when their personal information changes. We will respond to any request within a reasonable time. We will endeavor to promptly correct any information found to be inaccurate, incomplete or out of date.
- 7** **Complaints about breach**
If you believe that we have breached the Australian Privacy Principles and wish to make a complaint about that breach, please contact us on the email address below:
info@timeline.partners
- 8** **Storage and Security**
When capturing customer data it is sent through our secure encryption technology to ensure that your information is protected when being sent over the Internet. Additionally, all stored customer information is protected from unauthorised access through the use of secure passwords and user logons or other security procedures.

For any questions or notice, please contact us at:
Timeline Partners Pty Ltd
ABN: 32 656 366 059
Email: info@timeline.partners
08 6835 6585