Rolon Painting Accessories
Pty Ltd
4/35 Alder Cct, Yarrabilba
QLD 4207

PRIVACY POLICY

Rolon Painting Accessories PTY LTD as Trustee for the
The Trustee For Rolon Family Trust

- **Trust ABN:** 47 537 842 321
- **Trustee ACN (PTY LTD):** 50 675 328 677
- **Postal Address:** 4/35 Adler CCT, Yarrabilba QLD 4207
- **Contact Email:** Admin@rolonpainting.com.au
- **Last Updated:** August 2026

1. Introduction

Rolon Painting Accessories PTY LTD acting as trustee for the Trust trading as The Trustee For Rolon Family Trust ("we," "us," or "our") respects your privacy and is committed to protecting the personal and trade information of our B2B customers, suppliers, and business partners.

This Privacy Policy outlines how we collect, use, disclose, and store your personal information in accordance with applicable privacy laws, including the Australian Privacy Principles (APPs) under the *Privacy Act 1988 (Cth)*.

2. Information We Collect

Because we operate as a B2B wholesaler, most of the information we collect relates to business entities. However, we may collect personal information associated with those businesses, including:

- **Contact Information:** Individual names, job titles, business addresses, postal addresses, phone numbers, and email addresses.

- **Account & Trading Data:** Order histories, shipping locations, trade references, credit card/bank account details, and director/guarantor information provided in trade credit applications.
- **Communication & Marketing Data:** Marketing preferences, correspondence logs, and engagement with our monthly bulletin (e.g., email opens or clicks).

3. How We Collect Personal Information

We collect personal information directly from you when you:

- Apply for a trade account or submit a credit application.
- Place orders via email, phone, or online channels.
- Request quotes, trade price lists, or product catalogs.
- Subscribe to or opt-in to receive our monthly trade bulletin.
- Communicate with our sales or administrative teams.

4. How We Use Your Information

We collect, hold, and use your personal information for the following primary purposes:

- **Order Fulfillment & Logistics:** Processing purchase orders, invoicing, dispatching deliveries, and account tracking.
- **Financial Management:** Issuing account statements, credit evaluations, payment processing, and debt collection.
- **Business Operations:** Handling customer service inquiries, managing trade relationships, and system administration.
- **Direct Marketing:** Sending our monthly product bulletin, seasonal promotions, or administrative trade updates.

5. Third-Party Service Providers & Overseas Data Disclosure

To provide efficient B2B services, we share operational data with secure third-party cloud platforms. We do not sell your personal information to any third parties.

Our core software partners include:

Platform	Purpose	Data Location & Notes
Unleashed Software	Inventory management, customer order history, dispatching, and invoicing.	Data is securely stored via cloud infrastructure to manage inventory and fulfillment.

Xero	Accounting, trade account statements, and financial record-keeping.	Data is stored on secure global cloud infrastructure operated by Xero.
Mailchimp	Distribution of our monthly B2B email bulletin and trade updates.	Mailchimp stores subscriber data (e.g., name, business email) on servers located in the United States.

By doing business with us or subscribing to our updates, you consent to the disclosure and storage of your information with these secure third-party processors.

6. Direct Marketing Communications & Opt-Out

We may use your business contact details to send you our monthly B2B newsletter or trade promotional updates.

- **Consent:** We add trade contacts to our mailing list based on explicit opt-ins or ongoing commercial trade relationships.
- **Opt-Out Right:** You can unsubscribe from marketing emails at any time by clicking the **"Unsubscribe"** link at the bottom of any Mailchimp email bulletin, or by emailing us directly at **Admin@rolonpainting.com.au**.

  Note: Unsubscribing from marketing bulletins will not affect essential transactional communications, such as Unleashed invoices, quotes, or Xero account statements.

7. Data Security

We take reasonable steps to protect your personal and business data from misuse, loss, unauthorized access, modification, or disclosure. We utilize enterprise-grade cloud systems (Xero, Unleashed, Mailchimp) featuring modern security protocols, including encrypted connections and restricted employee access controls.

8. Accessing and Correcting Your Information

You have the right to request access to the personal information we hold about you and to ask for corrections if it is inaccurate, out of date, or incomplete.

To request access or updates to your customer account profile, please contact our administrative team:

Rolon Painting Accessories PTY LTD

Attn: Privacy / Admin

Postal Address: 4/35 Adler CCT, Yarrabilba QLD 4207

Email: Admin@rolonpainting.com.au

9. Complaints & Inquiries

If you have any questions, concerns, or complaints regarding how your personal information is handled, please email us at Admin@rolonpainting.com.au. We will review your inquiry and respond within a reasonable timeframe.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

Sincerely,

Alexander de Lathouder
Director