

Privacy *Policy*

How we store, maintain, use and disclose personal information across our website, enquiries, bookings, consultations and design services.

01 Introduction

- 1.1 This document sets out the privacy policy of Brady Sherwell Pty Ltd ABN 63 669 633 130 operating under the business name Cadell Collective (referred to in this privacy policy as 'we', 'us', or 'our').
- 1.2 We take our privacy obligations seriously and we've created this privacy policy to explain how we store, maintain, use and disclose personal information in connection with our website, enquiries, bookings, consultations, design services, customer support and related business activities.
- 1.3 We are committed to preventing serious invasions of privacy and ensuring the protection of your personal information, so you can contact us using the details below if you have any questions or concerns.
- 1.4 By providing personal information to us, you consent to our storage, maintenance, use and disclosing of personal information in accordance with this privacy policy.
- 1.5 We may change this privacy policy from time to time by posting an updated copy on our website and we encourage you to check our website regularly to ensure that you are aware of our most current privacy policy.

02 Types of personal information we collect

2.1 The personal information we collect may include the following:

- (a) name;
- (b) social media information;
- (c) telephone number, email address and other contact details;
- (d) mailing address, home address and site address;
- (e) information about your home, site, project, design preferences, lifestyle, household needs, budget, timing and personal circumstances relevant to the services;
- (f) photographs, videos, plans, drawings, measurements, sketches, documents, product preferences and other information relating to the site or project;
- (g) payment information, transaction details and billing information;
- (h) information about builders, contractors, subcontractors, suppliers, trades or other third parties involved in your project, including names, contact details, identification details, licences, certifications, insurance details and other information relevant to the project;
- (i) records of your communications with us;
- (j) audio recordings, transcripts, images, videos or other records where you have provided consent or where collection is otherwise permitted by law;
- (k) feedback, testimonials, survey responses, reviews or other information you provide about our Services;
- (l) website usage information, device information, IP address, browser type, page view statistics, cookies, analytics data and standard web log information, where applicable; and
- (m) any other information you provide to us or that we reasonably require to provide our Services and operate our business.

03 How we collect personal information

- 3.1 We may collect personal information either directly from you, or from third parties, including where you:
- (a) contact us through our website;
 - (b) receive goods or services from us;
 - (c) submit any of our online sign up forms;
 - (d) communicate with us via email, telephone, SMS, social media applications (such as Instagram, LinkedIn or Facebook) or otherwise;
 - (e) interact with our website, social applications, services, content and advertising; and
 - (f) invest in our business or enquire as to a potential purchase in our business.
- 3.2 We may also collect personal information from you when you use or access our website or our social media pages. This may be done through use of web analytics tools, 'cookies' or other similar tracking technologies that allow us to track and analyse your website usage. Cookies are small files that store information on your computer, mobile phone or other device and enable and allow the creator of the cookie to identify when you visit different websites. If you do not wish information to be stored as a cookie, you can disable cookies in your web browser.
- 3.3 We may use tools including but not limited to Google Analytics and Meta Pixel to collect and process data, including when you use third party websites or apps. To find out more see [How Google uses data when you use our partners' sites or apps](#) and [how Meta Pixel works](#).

04 Use of your personal information

4.1 We collect and use personal information for the following purposes:

- (a) to provide goods, services or information to you;
- (b) for record keeping and administrative purposes;
- (c) to provide information about you to our contractors, employees, consultants, agents, suppliers, delivery partners or other third parties for the purpose of providing goods or services to you;
- (d) to improve and optimise our service offering and customer experience;
- (e) to comply with our legal obligations, resolve disputes or enforce our agreements with third parties;
- (f) to send you marketing and promotional messages and other information that may be of interest to you and for the purpose of direct marketing (in accordance with the Spam Act). In this regard, we may use email, SMS, social media or mail to send you direct marketing communications. You can opt out of receiving marketing materials from us by using the opt-out facility provided (e.g. an unsubscribe link);
- (g) to send you administrative messages, reminders, notices, updates, security alerts, and other information requested by you; and
- (h) to consider an application of employment from you.

4.2 We may disclose your personal information to cloud-providers, contractors and other third parties located inside or outside of Australia. If we do so, we will take reasonable steps to ensure that any overseas recipient has similar legal safeguards and deals with such personal information in a manner consistent with how we deal with it.

05 Security

- 5.1 We take reasonable steps to ensure your personal information is secure and protected from misuse or unauthorised access. Our information technology systems are password protected, and we use a range of administrative and technical measures to protect these systems. However, we cannot guarantee the security of your personal information.

06 Links

- 6.1 Our website may contain links to other websites. Those links are provided for convenience and may not remain current or be maintained. We are not responsible for the privacy practices of those linked websites and we suggest you review the privacy policies of those websites before using them.

07 Requesting access or correcting your personal information

- 7.1 If you wish to request access to the personal information we hold about you, please contact us using the contact details set out below including your name and contact details. We may need to verify your identity before providing you with your personal information. In some cases, we may be unable to provide you with access to all your personal information and where this occurs, we will explain why. We will deal with all requests for access to personal information within a reasonable timeframe.
- 7.2 If you think that any personal information we hold about you is inaccurate, please contact us using the contact details set out below and we will take reasonable steps to ensure that it is corrected.

08 Complaints

- 8.1 If you wish to complain about how we handle your personal information or believe your privacy has been seriously invaded, please contact us using the details provided below with your name and contact details. We will investigate your complaint promptly and respond within a reasonable timeframe.

09 Contact us

- 9.1 For further information about our privacy policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

EMAIL

enquiries@cadellcollective.com.au

WEB

cadellcollective.com.au

PHONE

+61 400 543 958

Cadell Collective

THIS PRIVACY POLICY WAS LAST UPDATED ON 26 JUNE 2026.