

FURNEAUX HEALTH PTY LTD / ABN 36 673 294 203

Privacy Policy

How Furneaux Saunas collects, uses, holds and protects personal information across enquiries, orders, delivery, installation and customer support.

TRADING NAME Furneaux Saunas	EFFECTIVE DATE 23 August 2026
WEBSITE www.furneauxsaunas.com.au	PRIVACY CONTACT contact@furneauxsaunas.com.au

PRIVACY AT A GLANCE

What we collect Contact, enquiry, order, delivery, support and technical website information. We do not ask for health, bank account or payment card details.	Why we collect it To respond to enquiries, supply and support saunas, arrange delivery or installation, operate the website and meet legal obligations.
Who may receive it Technology providers and, only when needed, delivery, installation, warranty and professional service providers.	Your choices You may ask for access or correction, raise a privacy concern, manage analytics preferences and opt out of any future direct marketing.

This summary is a guide only. The complete policy on the following pages explains our practices in detail.

1. About this policy

Furneaux Health Pty Ltd (ABN 36 673 294 203), trading as Furneaux Saunas (we, us or our), is a Tasmanian business supplying saunas and related delivery, installation and customer support services. This policy explains how we manage personal information when you visit our website, contact us, request a quote, place an order, arrange delivery or installation, or seek support or warranty assistance.

We follow the Privacy Act 1988 (Cth), the Australian Privacy Principles and other privacy requirements to the extent they apply to us. We also seek to follow the practical standards in those laws where a small-business exemption may apply.

Furneaux Saunas sells products. We do not provide personalised medical advice or collect health information as part of our ordinary business activities.

2. Personal information we collect

Depending on how you deal with us, we may collect and hold:

- identity and contact information, such as your name, email address, telephone number and postal or delivery address
- enquiry, quote and order information, including the sauna model, delivery location, installation preferences and related communications
- customer service and warranty information, including descriptions of an issue and photographs or videos you choose to provide
- communications sent by email, telephone, website form, SMS or social media
- technical and usage information, such as browser and device type, pages visited, approximate location, referral source, dates and times, and analytics identifiers

We do not ask customers to provide payment card details, bank account details, government identification numbers or health information through our website or ordinary enquiry and ordering processes. Please do not include medical or other sensitive information in a general enquiry.

3. How we collect personal information

We usually collect personal information directly from you when you:

- submit a website enquiry or order form
- contact us by email, telephone, SMS or social media
- request a quote, purchase a product or arrange delivery or installation
- make a customer service, repair or warranty request
- browse and interact with our website or social media content

We may also receive limited information from a person acting for you, a delivery or installation provider, or a technology platform that reports website activity. You may contact us anonymously or using a pseudonym for a general question where practical. Accurate contact details are needed where we must prepare a quote, fulfil an order, arrange delivery or provide warranty support.

4. Why we collect, use and disclose information

We may handle personal information to:

- answer questions and communicate with you
- prepare quotes, process orders and supply products or services
- arrange delivery, installation, testing, repairs and warranty support
- maintain customer service and transaction records
- operate, secure, analyse and improve our website and services
- understand website traffic and which pages are useful
- comply with legal, regulatory, insurance, accounting and taxation obligations

5. Who we may disclose information to

We may disclose personal information only as reasonably necessary to:

- website hosting, form delivery, email and technology providers, including Netlify and Google Workspace
- website analytics providers, including Google Analytics, unless you turn analytics off
- delivery companies, installers, electricians, suppliers, repairers or warranty technicians involved in serving you
- professional advisers, accountants, insurers, auditors or legal representatives
- government agencies, regulators, courts or law enforcement where required or authorised by law

Delivery and trade providers receive customer details only when required for the relevant job. We do not sell or rent customer contact information to third parties for their own marketing.

6. Overseas processing

Some technology providers we use operate internationally. As a result, personal information or technical website information may be stored, accessed or processed outside Australia even though we operate in Tasmania.

This may include the United States and other countries in which Netlify, Google or their service providers operate. Provider locations and sub-processors can change over time.

Where applicable, we take reasonable steps when selecting providers and rely on their contractual, privacy and security arrangements. Overseas recipients may be subject to laws that differ from Australian privacy law.

7. Cookies and analytics

Our website uses basic Google Analytics to measure visits and understand which pages are useful. Advertising signals and personalisation are disabled, and we do not load Meta Pixel or Ahrefs tracking.

Google Analytics may use cookies or similar identifiers and receive information about your browser, device, approximate location, referral source and interaction with the website. Google handles that information under its own privacy terms.

You can turn analytics off from Analytics settings in the website footer or privacy page. Your preference is stored in your browser so the site remembers your choice. You can also restrict or delete cookies using your browser settings. The website works normally without analytics.

8. Direct marketing

We do not currently run a general promotional email or SMS program. If we introduce direct marketing, we will only send commercial electronic messages where permitted by law and where any required consent has been obtained or can lawfully be inferred.

Marketing messages will identify Furneaux Saunas and provide a simple way to unsubscribe. We may still send non-marketing communications needed for an enquiry, order, delivery, installation, safety notice or warranty matter.

9. How we hold and protect information

Personal information is mainly held electronically through our website host, Netlify, and Google Workspace email service. Website enquiries are transmitted through Netlify Forms. Limited information may also be kept in ordinary business records connected with quotes, orders, delivery, installation or warranty support.

We take reasonable administrative, technical and physical steps appropriate to our business to protect information from misuse, interference, loss and unauthorised access, modification or disclosure. No internet transmission or storage method is completely secure. If you believe information you provided to us has been compromised, please contact us promptly.

10. Retention and disposal

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, for customer service and warranty needs, and to meet legal, accounting, taxation, insurance and dispute-resolution requirements.

When information is no longer required, we take reasonable steps to delete, destroy or de-identify it, subject to technical limitations such as backup cycles.

11. Access, correction and deletion requests

You may ask to access personal information we hold about you or request that inaccurate, out-of-date, incomplete, irrelevant or misleading information be corrected. You may also ask us to delete information, although deletion is not always possible where information remains necessary for an order, warranty, legal requirement or legitimate business record.

Contact us using the details in section 16 and describe your request. We may need to verify your identity before releasing or changing information. We will respond within a reasonable period and generally aim to do so within 30 days.

12. Privacy complaints

If you have a privacy concern, email us with the subject line 'Privacy complaint'. Include enough information for us to understand the issue and the outcome you are seeking. We generally aim to provide a substantive response within 30 days.

If the Privacy Act applies to the matter and you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au or on 1300 363 992.

13. Data breaches

If we become aware of a suspected data breach, we will take reasonable steps to contain and assess it and reduce possible harm. Where the Notifiable Data Breaches scheme or another notification requirement applies, we will notify affected individuals and the relevant regulator as required by law.

14. Children, links and social media

Our products and services are intended for adults. We do not knowingly seek personal information from children. A parent or guardian may contact us about information they believe a child has provided.

Our website may link to third-party websites or social media services. Those services control their own privacy practices, and this policy does not replace their privacy notices.

15. Changes to this policy

We may update this policy when our services, technology providers or legal obligations change. The current version will be published on our website with its last-updated date.

SECTION 16 / PRIVACY CONTACT

Contact us

For privacy questions, access or correction requests, or complaints, contact Furneaux Saunas directly.

BUSINESS	Furneaux Health Pty Ltd trading as Furneaux Saunas
EMAIL	contact@furneauxsaunas.com.au
PHONE	0488 089 412
POST	Level 1, 145 Hobart Road, Kings Meadows TAS 7249
WEBSITE	www.furneauxsaunas.com.au

For the fastest response, use the subject line 'Privacy request' and include your preferred contact details and a short description of what you need.