

Privacy Policy

Between Sample Trading Pty Ltd (ABN 51 824 753 556) and Northside Cafe Group

Version 1 · Updated 2026-09-18

1. Who we are and what this policy covers

Sample Trading Pty Ltd, ABN 51 824 753 556 (we, us, our) respects your privacy. This policy explains how we collect, use, store and disclose personal information, and how you can get access to it or have it corrected.

We handle personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. This policy applies to our website at www.sampletrading.com.au, to our emails and phone calls, and to everything we do offline as part of running our business. It applies whether you are a Northside Cafe Group, a supplier, an enquiry or a visitor to our site.

2. What we collect

We only collect personal information that we reasonably need to run our business. Depending on your dealings with us, that may include your name, your business name, your postal and email addresses, your phone number, your ABN, payment and billing details, the details of the work or order we are doing for you, our notes of our conversations, and records of your visits to our website.

We may also collect sensitive information, which can include health information, where it is directly related to the service you have asked us for. We only collect sensitive information with your consent, or where the law requires or allows it, and we treat it with a higher level of care than other information. If you choose not to give us information we ask for, we may not be able to provide the service or take your order.

3. How we collect it

We usually collect personal information directly from you, when you fill in a form on our website, place an order, email or call us, sign a document with us, or pay us.

Sometimes we collect it from someone else, for example a referrer, a platform you booked through, a public register such as the ABN lookup, or your accountant or agent where you have asked them to deal with us. Where we collect your information from someone else, we will take reasonable steps to let you know, unless you have already been told or it would be unreasonable in the circumstances.

4. Why we use it

We use personal information to do the things you would expect. That is to quote, take and fulfil your order or engagement, to invoice you and chase payment, to answer your questions and handle complaints, to keep our records straight, to improve how we work, and to meet our legal and tax obligations.

We only use or disclose your information for the purpose we collected it for, for a related purpose you would reasonably expect, where you have agreed, or where the law requires or allows it. We do not sell personal information.

5. Marketing

If you have dealt with us or asked to hear from us, we may send you emails or text messages about our work, offers and news. Every message includes an unsubscribe link or a reply to stop instruction, and we act on it promptly. This is how we meet the Spam Act 2003 and Australian Privacy Principle 7.

You can tell us at any time that you do not want marketing from us, by emailing hello@sampletrading.com.au. We will still contact you about an order, a job, an invoice or a safety matter, because that is not marketing.

6. Who we share it with

We share personal information with the people and services we need to run the business. That usually means our payment provider, our accounting and invoicing software, our email and file storage providers, our website host, our insurer or broker where a claim is involved, our professional advisers, and any subcontractor doing part of the work for you.

We require our providers and subcontractors to handle your information only for the purpose we gave it to them, and to keep it secure. We also disclose information where the law requires it, for example to a court, a regulator or the Australian Taxation Office.

7. Sending information overseas

We store information in Australia where we reasonably can. Some of the software we use is run by providers located in Sample entry, which means your information may be stored or accessed there.

Before we disclose personal information to anyone outside Australia, we take reasonable steps to make sure they handle it in a way that is consistent with the Australian Privacy Principles, as Australian Privacy Principle 8 requires. If you want to know which providers we use and where they are based, email us and we will tell you.

8. Our website, cookies and analytics

Our website uses cookies, which are small files stored by your browser. Some are needed to make the site work, for example to keep you signed in or to remember what is in your cart. You can block or delete cookies in your browser settings, and parts of the site may then stop working properly.

We also use analytics and advertising tools that record pages viewed, time on page, approximate location, browser and device, and how you arrived at our site. These tools set their own cookies and may combine what they see on our site with what they see elsewhere. We use this to understand which pages work and which advertising is worth paying for, not to identify you personally. We do not try to identify individual visitors from website data unless we need to for security or to investigate misuse.

9. Keeping it secure and how long we keep it

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, change or disclosure. That includes access controls and strong passwords on our systems, staff and contractors who are told what they may and may not do with information, and storing files in reputable services rather than on a laptop.

We keep records for about 3 years after our dealings with you end, or longer where a law or an insurer requires it. When we no longer need personal information and we are not required to keep it, we destroy it or de-identify it. If we ever have a data breach that is likely to cause serious harm, we will notify affected people and the Office of the Australian Information Commissioner as the Notifiable Data Breaches scheme requires.

10. Getting access and asking for a correction

You can ask us for a copy of the personal information we hold about you, and you can ask us to correct it if it is wrong, out of date or incomplete. Email hello@sampletrading.com.au or write to us at 12 Sample Street, Brunswick VIC 3056.

We will ask you to confirm who you are, and we will respond within thirty days. Access is free, although we may charge a reasonable amount for the cost of putting together a large request, and we will tell you the cost before we start. If we refuse access or a correction, we will tell you in writing why, and how to complain about it.

11. Complaints and disputes

If you think we have mishandled your personal information, tell Example Counterparty Pty Ltd first. Email hello@sampletrading.com.au with what happened and what you want us to do. We will acknowledge your complaint within five business days and give you a written answer within thirty days.

If you are not happy with our answer, we will try to resolve the matter with you through mediation with a mediator we both accept, or one appointed by the Victorian Small Business Commission. You can also complain to the Office of the Australian Information Commissioner at any time, and either of us may take the matter to the Victorian Civil and Administrative Tribunal or a Victorian court if it still is not resolved. Nothing here stops you going to the regulator first.

12. When you stop dealing with us

You may stop dealing with us at any time, and you may withdraw a consent you have given us by emailing hello@sampletrading.com.au. Where you withdraw consent, we stop the use that relied on it, although we cannot undo something we have already done lawfully.

We may also end our dealings with you in line with the agreement between us. Either way, this policy keeps applying to the information we already hold until we destroy or de-identify it under the retention clause above.

13. Governing law

This policy is governed by the laws of Victoria, Australia, and by the Privacy Act 1988 (Cth). You and we submit to the non-exclusive jurisdiction of the courts of Victoria and any courts that hear appeals from them.

14. This policy in full

This policy took effect on 1 October 2026 and is the whole of our privacy policy. It replaces any earlier privacy policy or privacy statement we have published, and it sits alongside our terms, not inside them.

We may update this policy as our business or the law changes. The current version is always on our website at www.sampletrading.com.au, and the date at the top tells you when we last changed it. If part of this policy cannot be enforced, that part is removed and the rest keeps working.

Signed by both parties

Sign and date below. Keep a signed copy each.

Sample Trading Pty Ltd

_____	_____	_____
Name and position	Signature	Date

Northside Cafe Group

_____	_____	_____
Name and position	Signature	Date