

Privacy Policy

Century Grove Pty Ltd trading as Instant Gardens is committed to protecting the privacy of your personal information. We are bound by the *Privacy Act 1988 (Cth)* (**Privacy Act**) which sets out the standards of collecting, holding, using and disclosing your personal information. This Privacy Policy explains the way in which we handle your personal information, and the ways in which you can contact us about the personal information that we hold about you.

What is personal information?

“Personal information” is information or opinion (in recorded form or otherwise) about an identified, or reasonably identifiable, individual. This includes your name and your contact details and may also include information about your purchases and other dealings with us.

Collecting your personal information

The personal information we collect from you depends on how you interact with us. Instant Gardens may collect information in its capacity as a Landscape Installation Company.

We may collect information such as:

- your name
- address and other contact details
- payment details
- information about your interactions with us
- to assist us in customising our interactions with you, information about your characteristics or preferences, for instance, your design preferences and style preferences for your garden
- if you apply for employment with us, information relating to your application, and
- any other personal information that is reasonably necessary for the purpose of running our business

We will obtain this information through our communications and dealings with you, for example, when you make an enquiry to have your landscape designed and installed or when you contact us by telephone, mail, email or through our website.

Our purposes for handling personal information

We collect, hold, use and disclose your personal information:

- to contact you
- to deliver products and services to you in our capacity as a landscape design and installation company.
- to administer and manage our relationship with you
- to maintain our business records
- to provide you with information about products and services that may be of interest to you
- to assess applications you make, and to otherwise run our business

Disclosing your personal information

We may disclose your personal information to our business partners, professional advisers (such as lawyers, accountants or auditors), external service providers (such as Sub Contractors we use) and regulatory bodies and government authorities as required or authorised by law.

Security of your personal information

We hold your personal information in both paper-based and electronic files. We seek to ensure that your personal information is protected from misuse, interference and loss, and unauthorised access, modification and disclosure.

The personal information that we hold about you is treated as confidential and only accessed when necessary. We seek to ensure that those that we disclose it to are bound by obligations of privacy and confidentiality. When we no longer require your personal information, including when we are no longer required by law to keep records relating to you, we destroy or de-identify it.

Accessing your personal information

You may request access to the personal information that we hold about you by contacting our Office accounts@instantgardens.com.au. On the rare occasions that we refuse access to your personal information, we will provide you with a written notice which sets out the reasons for the refusal. We may recover our reasonable costs (if any) in responding to a request for access to your personal information.

Correcting your personal information

We seek to ensure that the personal information that we collect is accurate, up-to-date and complete and, in the case of our use or disclosure of that information, relevant as well. To assist us with this, we encourage you to contact us if you believe that any information that we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, and make a request that we correct your personal information accordingly. You may make such a request by contacting our office. If we refuse to correct any of your personal information following your request, we will give you a written notice which sets out the reasons for our refusal.

Questions and complaints

If you have any questions, or if you believe that we have not complied with our obligations under the Privacy Act, or if you believe that the personal information that we hold about you has been compromised in any way, please contact our Office 93039920 or accounts@instantgardens.com.au. We will respond to any question or complaint as soon as possible. If you are dissatisfied with our response, you may direct your complaint to the Office of the Australian Information Commissioner by email at enquiries@oaic.gov.au or by telephone on [1300 363 992](tel:1300363992).

Changes to this Privacy Policy

We may make change to this Privacy Policy from time to time without notice to you. Whether or not you are accessing our Privacy Policy on our website, the current version of our Privacy Policy is available on our website at www.instantgardens.com.au. It was last updated on 22nd September 2026.