

Privacy Policy

Lane Cove Return and Earn

Website: www.lanecovereturnandearn.com.au

Effective Date: 9 May 2026

1. Introduction

Lane Cove Return and Earn (“we”, “us”, “our”) respects your privacy and is committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you use our website and services.

2. What Personal Information We Collect

We may collect the following personal information:

Information you provide directly:

- Full name
- Email address
- Phone number
- Residential or business address
- Bank account details (for payments and deposits)
- Any other information you provide through forms or communication

Information collected automatically:

- IP address
 - Browser type and device information
 - Website usage data (via cookies and analytics tools)
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3. How We Collect Your Information

We collect personal information when you:

- Register or create an account
 - Submit an enquiry
 - Sign up for our collection services
 - Communicate with us (email, phone, website)
 - Use our website
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4. How We Use Your Personal Information

We use your information to:

- Provide and manage our container collection services
- Process payments and deposits
- Communicate with you about your account or services
- Respond to enquiries and customer support requests
- Improve our website and services
- Comply with legal obligations

We will not use your information for purposes unrelated to our services without your consent.

5. Disclosure of Personal Information

We may disclose your personal information to:

Internal:

- Employees and contractors who need access to perform their duties

External:

- Payment processors and financial institutions
- IT service providers (e.g. hosting, software systems)
- Professional advisors (accountants, legal advisors)

Legal:

We may disclose information if required to:

- Comply with laws or regulations
- Respond to legal processes
- Protect our rights or property

We do **not sell your personal information**.

6. Data Storage and Security

We take reasonable steps to protect your personal information from misuse, loss, and unauthorised access, including:

- Secure systems and password protection
- Restricted staff access
- Secure payment handling

However, no system is completely secure, and we cannot guarantee absolute security.

7. Data Retention

We retain your personal information only as long as necessary to:

- Provide our services
 - Comply with legal obligations
 - Resolve disputes
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8. Access and Correction

You may request to:

- Access your personal information
- Correct inaccurate information
- Request deletion (where legally permitted)

Contact us at: info@lanecoverreturnandearn.com.au

9. Cookies and Website Tracking

Our website may use cookies and analytics tools to:

- Improve user experience
- Understand website usage
- Enhance functionality

You can disable cookies through your browser settings, although this may affect site functionality.

10. Third-Party Links

Our website may contain links to external websites. We are not responsible for their privacy practices.

11. Children's Privacy

We do not knowingly collect personal information from individuals under 16 years of age. If such information is identified, it will be deleted promptly.

12. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be published on our website with a revised effective date.

13. Contact Us

Lane Cove Return and Earn
67 Mars Road, Lane Cove West NSW
Email: info@lanecovereturnandearn.com.au

Terms and Conditions

Effective Date: 9 May 2026

1. Acceptance of Terms

By using this website, you agree to these Terms and Conditions. If you do not agree, you must not use the Site.

2. About the Site

This website provides recycling and container collection services operated by Lane Cove Return and Earn.

3. Accounts

When creating an account, you agree that:

- Your information is accurate and up to date
- You are responsible for maintaining account security
- You will notify us of unauthorised use

We may suspend or terminate accounts for misuse or breach of these Terms.

4. Services

We provide container collection services.

All services are subject to availability and operational requirements.

We reserve the right to:

- Modify or cancel services
- Refuse service where necessary

5. Payments

We accept:

- EFT payments
- Direct bank deposits

By providing your bank details, you authorise us to deposit collection proceeds into your nominated account.

6. Fees and Refunds

- Join-up and annual service fees are **non-refundable**
- Refunds will only be issued where required by law

7. Subscriptions

Subscriptions do not automatically renew.
You must approve each renewal before billing.

8. Customer Responsibilities

You agree to:

- Provide accurate collection details
- Ensure safe access for collections
- Comply with all applicable laws

Our drivers may need to enter your property to collect or replace bins.

9. Intellectual Property

All website content is owned by Lane Cove Return and Earn and may not be copied or reused without permission.

10. Limitation of Liability

To the maximum extent permitted by law, we are not liable for:

- Indirect or consequential losses
 - Loss arising from use of the website or services
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11. Indemnity

You agree to indemnify us against claims arising from:

- Your misuse of the website
 - Your breach of these Terms
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12. Australian Consumer Law

Nothing in these Terms excludes your rights under the Australian Consumer Law.

13. Third-Party Links

We are not responsible for third-party websites linked from our Site.

14. Governing Law

These Terms are governed by the laws of **New South Wales, Australia**.

15. Changes to Terms

We may update these Terms from time to time. Updates will be posted on the website.

16. Contact

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