Privacy Policy

Berny Bacic Studio respects your privacy and is committed to handling personal information responsibly and transparently.

This Privacy Policy explains how personal information may be collected, used, stored and disclosed when you visit the Berny Bacic website, make a purchase, submit an enquiry, join our mailing list or otherwise interact with Berny Bacic Studio.

1. Information We Collect

Depending on how you interact with us, we may collect personal information including:

- your name
- email address
- telephone number
- billing and delivery address
- details relating to an order or purchase
- information provided through an enquiry or contact form
- mailing list preferences
- correspondence between you and Berny Bacic Studio
- information relating to commissions, collaborations or trade enquiries
- website usage and analytics information
- IP address, browser type and device information where collected automatically by our website or service providers

We only collect information that is reasonably necessary for our business activities and your interaction with us.

2. How We Collect Information

Personal information may be collected when you:

- purchase an artwork, print or other product
- contact us by email or through the website
- submit an enquiry
- subscribe to our mailing list
- enquire about a commission or collaboration
- interact with our website
- communicate with us through social media or other digital platforms
- otherwise provide information directly to Berny Bacic Studio

Some information may also be collected automatically through cookies, analytics tools and other technologies used by our website and its service providers.

3. How We Use Your Information

Personal information may be used to:

- process and fulfil orders
- arrange payment, shipping and delivery
- respond to enquiries
- provide information about artworks, prints, collections or services
- manage commissions and other projects
- communicate with customers, collectors, designers, collaborators and other contacts
- provide customer service
- send newsletters, studio updates, exhibition information, new releases and other marketing communications where you have consented to receive them or where otherwise permitted by law
- maintain our business and financial records
- improve our website, products and services
- understand how visitors interact with our website
- prevent fraud or misuse
- comply with legal, tax and regulatory requirements

We will not use your personal information for purposes unrelated to those for which it was collected unless permitted or required by law.

4. Online Purchases & Payments

When you make a purchase through this website, information required to process your order may be provided to third-party service providers including payment processors, website platforms, shipping providers and other services necessary to complete the transaction.

Berny Bacic Studio does not generally store complete credit or debit card details. Payment information is processed securely by the relevant third-party payment provider.

The handling of payment information by those providers is subject to their own privacy policies and security practices.

5. Fabrics & Wallpapers

Fabrics and wallpapers displayed on the Berny Bacic website are presented as a product gallery and are not purchased directly through this website unless expressly stated otherwise.

Sales, samples, pricing and product enquiries are managed through the representatives and showrooms listed on the Showrooms page.

If you contact or purchase from one of these representatives, the collection and handling of your personal information by that business will be governed by its own privacy policy and practices.

Berny Bacic Studio is not responsible for the privacy practices of independently operated representatives, showrooms, distributors or other third parties.

6. Mailing List & Marketing

If you subscribe to the Berny Bacic Studio mailing list, we may use your name and email address to send you news, new artwork releases, collection launches, exhibition information, studio updates and other relevant communications.

You can unsubscribe at any time by using the unsubscribe link contained in our emails or by contacting Berny Bacic Studio directly.

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After unsubscribing, we may retain information where reasonably necessary for administrative, legal or record-keeping purposes, but will no longer use your details for the marketing communications from which you have unsubscribed.

7. Cookies & Website Analytics

Our website may use cookies and similar technologies to help the website function, remember preferences, understand website traffic and improve the visitor experience.

We may also use third-party analytics and digital marketing services that collect information about how visitors use the website.

This information may include pages visited, time spent on the website, browser type, device information, approximate location and referring websites.

You may be able to control or disable cookies through your browser settings. Disabling certain cookies may affect the functionality of some parts of the website.

8. Third-Party Services

Berny Bacic Studio may use third-party service providers to operate aspects of the business and website.

These may include:

- website hosting and e-commerce platforms
- payment processors
- email and newsletter platforms
- accounting and business software
- analytics providers
- shipping and courier companies
- cloud storage providers
- IT and website support providers
- professional advisers

We may provide these service providers with personal information where reasonably necessary for them to perform services on our behalf.

Some third-party providers may store or process information outside Australia and will be subject to the privacy and data protection laws applicable to their operations.

9. Social Media & External Links

Our website may contain links to social media platforms, representatives, showrooms, galleries and other third-party websites.

Once you leave the Berny Bacic website, the collection and handling of your information is governed by the privacy practices of the relevant third party.

We encourage you to review the privacy policies of websites and services you choose to use.

10. Sharing Your Information

Berny Bacic Studio does not sell or rent your personal information.

We may disclose personal information to third parties where reasonably necessary to operate our business, fulfil an order or provide a requested service.

This may include payment providers, couriers, professional advisers, IT providers and other service providers.

We may also disclose information where required or authorised by law.

11. Storage & Security

Berny Bacic Studio takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Information may be stored electronically through our website platform, email system, cloud services, accounting systems and other business software.

While reasonable precautions are taken, no online transmission or electronic storage system can be guaranteed to be completely secure.

12. Access & Correction

You may contact Berny Bacic Studio if you would like to request access to personal information we hold about you or ask for information to be corrected or updated.

We will take reasonable steps to respond to your request, subject to any legal requirements or exceptions that may apply.

13. Retention of Information

Personal information will be retained for as long as reasonably necessary for the purpose for which it was collected and to meet our business, accounting, tax and legal obligations.

When personal information is no longer reasonably required, we may securely delete, destroy or de-identify it where appropriate.

14. Children's Privacy

The Berny Bacic website and products are not specifically directed towards children.

We do not knowingly seek to collect personal information from children without appropriate consent where such consent is required.

15. Privacy Enquiries & Complaints

If you have a question or concern about how your personal information has been handled, please contact Berny Bacic Studio.

We will take reasonable steps to investigate and respond to privacy enquiries or complaints.

If applicable, you may also have the right to make a complaint to the Office of the Australian Information Commissioner.

16. Changes to This Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes to our website, business practices, service providers or legal requirements.

The current version will be published on this website and the date of the most recent update will be shown below.

17. Contact

For questions about this Privacy Policy or the handling of your personal information, please contact:

Berny Bacic Studio

berny@bernybacic.com

The Burrow Group Pty Limited t/as Berny Bacic
ABN: 88 119 312 766
Flourmill Studios
Studio 208
3 Gladstone Street
Newtown NSW 2042

For fabric and wallpaper sales, samples and product enquiries, please contact the relevant representative listed on the Showrooms page of this website.

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