

# Privacy policy

---

## 1. General

- (a) This website or software platform (**Platform**) is operated by Tech Creations Pty Ltd (ACN 165 218 860) (**we, us or our**).
- (b) Your privacy is important to us and we are committed to protecting your personal information in accordance with the Australian Privacy Principles (**APPs**) set out in the Privacy Act 1988 (Cth) and the General Data Protection Regulation (EU 2016/679) (**GDPR**), which applies across the European Union (**EU**) (collectively, **Privacy Laws**).
- (c) This policy outlines how and when we collect, process, use, share, store, disclose, alter and destroy your personal information and applies to all personal information we collect through:
  - (i) our website;
  - (ii) our software platforms or portals; and
  - (iii) our products and services.
- (d) By accessing or using the Platform or any of our products or services, you indicate that:
  - (i) you have read and understood this policy; and
  - (ii) you agree that your access to, or use of, the Platform or any of our products or services indicates your consent to this policy.
- (e) If you have any questions about this policy, you can contact us using the details below.

---

## 2. What personal information we collect

- (a) **Personal information** is information or an opinion about you which identifies you, or which is reasonably capable of identifying you, whether or not the information is true or recorded in a material form.
- (b) We collect and use personal information from customers, authorised users or visitors of the Platform, purchasers of our products or services, and any other individual who interacts with us.
- (c) We collect and use different types of personal information depending on the type of dealing you have with us, which may include:
  - (i) your name, date of birth, address, telephone number, fax number, email address and occupation;
  - (ii) your employment details, such as your job title, work address, mobile and office number and email address;
  - (iii) information about the products or services you order or enquire about, including how the products or services are used;
  - (iv) your financial information (such as credit card and bank account details), method of payment and any additional information required for user authentication processes; and

- (v) any other information relating to you that you provide to us, including the information you provide by email or telephone, or through surveys, competition forms and other promotional activities.
  - (d) We do not collect your sensitive information (as defined by the Privacy Laws).
- 

### **3. Collection**

#### **3.1 Methods of collection**

- (a) We collect your personal information in several ways, including:
  - (i) through your use, or orders, of our products or services (and our records of these);
  - (ii) when you visit the Platform or submit information through the Platform, contact us, or complete any forms or documents for our products or services;
  - (iii) when you participate in our surveys, competitions, promotions, questionnaires or other promotional activities;
  - (iv) from third parties (which we discuss further in clause 5.2 of this policy); and
  - (v) from publicly available sources of information.
- (b) The personal information we collect will track and enhance your use of the Platform or our products or services, and assist us in providing a better service to you.
- (c) We will only collect personal information that is necessary for one or more of our functions or for a purpose outlined in this policy or otherwise disclosed to you.
- (d) By providing your personal information to us, you acknowledge that you are authorised to provide such information to us.

#### **3.2 Collection from you**

- (a) When we collect personal information directly from you, we will take reasonable steps to notify you (using a collection notice) at, before, or as soon as practicable after, the time of collection.
- (b) As a collection notice is specific to a particular collection of personal information, it will provide more specific information about our information-handling practices than this policy.
- (c) This policy is subject to any specific provisions contained in our collection notices and the terms and conditions of any offers, products and services. We therefore encourage you to read those provisions carefully.

#### **3.3 Collection from an authorised representative**

- (a) When we collect your personal information from your authorised representative, we will take reasonable steps to make sure you are aware of the collection.
  - (b) If you provide us with personal information about another individual (as their authorised representative), we rely on you to:
    - (i) inform them that you are providing their personal information to us; and
    - (ii) advise them that they can contact us for further information.
-

- (c) You must take reasonable steps to ensure the individual is aware of, and consents to, the matters outlined in this policy, including that their personal information is being collected, the purposes for which that information is being collected, the intended recipients of that information, the individual's right to access that information, and who we are and how to contact us.
- (d) Upon our request, you must also assist us with any requests by the individual to access or update the personal information you have collected from them and provided to us.

---

#### **4. Legal basis for processing personal information (EU)**

We rely on several legal bases under the GDPR to collect, process, store, use and disclose the personal information of individuals residing in the EU, including:

- (a) where you have freely and expressly consented to the collection, use, storage, processing and disclosure of your personal information for a specific purpose. You do not have to provide personal information to us. However, if you do not do so, we may not be able to provide you with access to, and use of, our products, services, Platform or website. You may withdraw your consent at any time by contacting us using the details below;
- (b) where the collection, use, storage, processing and disclosure of your personal information is necessary for the performance of a contract to which you are a party. For example, when collection and use is necessary to fulfil our obligations to provide you with access to, and use of, our products, services, Platform or website;
- (c) for our legitimate business interests, including, but not limited to:
  - (i) providing, operating and improving our products, services, Platform or website;
  - (ii) marketing new promotions, deals, offers, competitions, products, services provided by us or our Authorised Affiliates that we consider may interest or benefit you;
  - (iii) managing, analysing, understanding and developing our relationship with you; and
  - (iv) responding to your queries or complaints; and
- (d) where there is a legal obligation to collect, use, store, process or disclose your personal information. For example, we may need to disclose your personal information due to any applicable law, regulation or court order or to protect our interests and legal rights.

---

#### **5. Use and disclosure**

##### **5.1 Purposes of collection**

- (a) We only use, process and disclose your personal information for the purposes for which it is collected.
- (b) In particular, we use and process your personal information to:
  - (i) provide you with our products or services, or the Platform;
  - (ii) improve, develop and manage our products, services and the Platform;
  - (iii) operate, maintain, test and upgrade our systems; and

- (iv) notify you of opportunities we think you might be interested in, including new product or service offerings.
- (c) We may also use and process your personal information:
  - (i) to customise the advertising and content on our Platform;
  - (ii) to provide information that we think may interest or benefit you, including information about the Platform, offers, competitions, promotions, events and surveys;
  - (iii) to charge and bill you for our products and services;
  - (iv) to verify your identity;
  - (v) to conduct fraud and creditworthiness checks;
  - (vi) to perform research and analysis about our products, services and the Platform;
  - (vii) to comply with regulatory or other legal requirements,
  - (viii) for any purpose to which you have consented; and
  - (ix) for any other purpose notified to you at the time of collection.
- (d) We may also exchange personal information with other companies and organisations for credit fraud protection and risk reduction.
- (e) In the event of a merger, acquisition or sale of the whole or part of our business or assets, we reserve the right to transfer your personal information as part of the transaction, without your consent or notice to you.

## 5.2 Authorised Affiliates

- (a) We may provide your personal information to:
  - (i) our related bodies corporate;
  - (ii) business partners; and
  - (iii) service providers, third-party contractors, agents or suppliers and authorised third-party service providers who process or use your personal information to perform functions on our behalf, such as marketing and analysis organisations, financial and credit card institutions to process payments, hosting companies, web developers, internet service providers, customer service providers, customer support specialists, fulfilment companies, external business advisors (including auditors and lawyers), our insurer, and research and data analysis firms,  
  
(collectively, **Authorised Affiliates**).
- (b) Our Authorised Affiliates may have access to your personal information if they require the information to provide services to us or perform a particular function on our behalf, including services relating to customer enquiries, installation, maintenance and repair, mailing, billing and debt-recovery, and market research.
- (c) When we disclose your personal information to any of our Authorised Affiliates, we will ensure that they undertake to protect your privacy. These Authorised Affiliates are not permitted to use the information for any purpose other than the purpose for which they have been given access.
- (d) Our Authorised Affiliates may also provide us with personal information collected from you. If you disclose personal information to an Authorised Affiliate, we rely on

you to provide the Authorised Affiliate with consent for us to collect, store, use, process and disclose your personal information.

- (e) We may disclose any personal information we consider necessary to comply with any applicable law, regulation, legal process, governmental request or industry code or standard.

### **5.3 Overseas disclosure**

- (a) Our Authorised Affiliates may be located in Australia, the United States of America, Singapore, India, the EU member states and other countries from time to time. The laws in some of these countries may not be recognised by the European Commission as providing an adequate level of protection for personal information.
- (b) Where we transfer your personal information to our overseas Authorised Affiliate, we take steps reasonably necessary to ensure that:
  - (i) there is a legal basis for the transfer of your personal information; and
  - (ii) your personal information is treated securely (including using reasonable endeavours to ensure that each overseas Authorised Affiliate receiving your personal information is bound by Standard Contractual Clauses approved by the European Commission).
- (c) By accessing or using our products, services, Platform or website, or providing your personal information to us, you explicitly and freely consent to the transfer of your Personal Information to our overseas Authorised Affiliates.
- (d) If you do not wish to receive information from any of our Authorised Affiliates, please let us know using the details below.

---

## **6. Storage and security**

### **6.1 Protecting your personal information**

- (a) We will store your personal information in storage facilities which are owned and operated by us or our services providers.
- (b) Your personal information will be stored in hard copy or electronic form.
- (c) We use SLL to encrypt all data transfers and Hashing SHA 256 algorithm for data storage. We want you to feel confident in dealing with us on the internet.
- (d) We will use our reasonable endeavours to:
  - (i) store your personal information securely; and
  - (ii) make our Platform and storage facilities as secure as possible against unauthorised access.
- (e) Our officers, employees, agents and third-party contractors are expected to keep your personal information confidential.
- (f) If we no longer need your personal information for any purpose, we will take reasonable steps to destroy or permanently de-identify that information, unless we are required to retain the information by law or a court or tribunal.

### **6.2 Destruction of personal information**

We will destroy or de-identify personal information where it is no longer required, unless we are required or authorised by law to retain the information.

---

## **7. Direct marketing**

### **7.1 Your consent**

- (a) At the time of accessing or using our products, services, Platform or website or otherwise, we may seek your express consent for us to send you marketing or promotional materials and other information. We will do this by requesting that you tick the appropriate check box when providing us with your personal information.
- (b) Where we have obtained your prior consent or are otherwise permitted under the GDPR, we may from time to time use your personal information to send you information about the promotions, deals, competitions, products or services we offer and any other information we consider may be relevant to you.
- (c) These communications may continue, even after you stop using our products or services.

### **7.2 Communication channels**

We may send this information to you via the communication channels specified at the time you provide your consent, which may include mail, email, SMS, telephone or social media or by customising online content and displaying advertising on our Platform.

### **7.3 Opting out**

You can opt out of receiving these communications by:

- (a) contacting us using the details below; or
- (b) using the unsubscribe function in the email or SMS.

---

## **8. Links to other sites from our Platform**

- (a) Our Platform may contain hyperlinks or banner advertising to or from third-party websites.
- (b) We do not endorse any of these third parties, their products or services, or the content on these websites.
- (c) These websites are not subject to our privacy standards, policies and procedures. Therefore, we recommend that you make your own enquires about their privacy practices.
- (d) We are in no way responsible for the privacy practices or content of these third-party websites.

---

## **9. Disclaimer**

- (a) We will not disclose your personal information to any third party (other than our Authorised Affiliates) without your written consent, unless:
  - (i) we are otherwise required by law;
  - (ii) we are permitted to under this policy; or
  - (iii) such disclosure is, in our opinion, reasonably necessary to protect our rights or property, avoid injury to any person or ensure the proper functioning of the Platform.

- (b) This policy only covers the use and disclosure of information we collect from you. The use of your personal information by any third party is governed by their privacy policies and is not within our control.
- (c) The transmission of information via the internet is not completely secure. While we do our best to protect your personal information, we cannot guarantee the security of any personal information transmitted through the Platform.
- (d) You provide your personal information to us at your own risk and we are not responsible for any unauthorised access to, and disclosure of, your personal information.

---

## 10. Unauthorised access or use

- (a) We have a comprehensive data breach notification policy and response plan (**Response Plan**), which outlines the steps our personnel are required to take in the event of a data breach. This allows us to identify and deal with a data breach quickly to mitigate any harm that may result.
- (b) As part of the Response Plan, we will notify you as soon as practicable if we:
  - (i) discover or suspect that your personal information has been lost, accessed by, or disclosed to, any unauthorised person or in any unauthorised manner;
  - (ii) believe that you are likely to suffer serious harm as a result; and
  - (iii) are unable to prevent the likely risk of harm.
- (c) If you would like more information about our Response Plan, please contact us using the details below.

---

## 11. Cookies and IP addresses

- (a) A cookie is a piece of data that enables us to track and target your preferences.
- (b) We may use cookies to allow us to:
  - (i) identify you as a return user; and
  - (ii) personalise and enhance your experience and use of the Platform.
- (c) Most browsers are initially set up to accept cookies. However, you can reset your browser to refuse all cookies or warn you before accepting cookies.
- (d) If you reject our cookies, you may still use the Platform but may only have limited functionality of the Platform.
- (e) We may also use your IP address to analyse trends, administer the Platform and other websites we operate, track traffic patterns and gather demographic information.
- (f) Your IP address and other personal information may be used for credit fraud protection and risk reduction.

---

## 12. Your rights in relation to privacy

### 12.1 Privacy rights (EU)

- (a) Under the GDPR, you have a number of important rights.
- (b) Subject to certain exceptions, you have the right to:



- (i) fair and transparent processing of your personal information and processing in accordance with the GDPR;
  - (ii) require us to rectify or correct any personal information we hold about you that is inaccurate or incomplete;
  - (iii) require us to erase your personal information in certain situations;
  - (iv) obtain a copy of your personal information in a commonly used electronic format so that you can manage and move it, or request we send it to a third party;
  - (v) object or withdraw your consent at any time to the collection, use, processing or disclosure of your personal information (including for direct marketing purposes), but this does not:
    - (A) apply where we have other legal justifications to continue to collect, use, process or disclose your personal information; or
    - (B) affect the lawfulness of any collection, use, processing or disclosure that occurred before you withdraw your consent;
  - (vi) object to decisions being made by automated means which produce legal effects concerning you or significantly affecting you; or
  - (vii) otherwise restrict our collection, use, processing or disclosure of your personal information in certain circumstances.
- (c) You can exercise any of these rights by contacting us using the details below.

## 12.2 Access rights

- (a) We will use our reasonable endeavours to keep your personal information accurate, up-to-date and complete.
- (b) You have the right to access any personal information we hold about you, subject to some exceptions provided by law.
- (c) You can access, or request that we correct, your personal information by writing to us using the details below. We may require proof of identity.
- (d) If we do not allow you to access any part of your personal information, we will tell you why in writing.
- (e) We will not charge you for requesting access to your personal information but may charge you for our reasonable costs in supplying you with access to this information.
- (f) We will endeavour to respond to your request for access or correction within 1 month from your request.

---

## 13. Children's policy

- (a) We do not knowingly seek, collect or process personal information from or about persons under the age of 16 years of age (**Child**) without the consent of a parent or guardian.
- (b) If we become aware that any personal information relating to a Child has been provided without the consent of a parent or guardian, we will use reasonable endeavours to:
  - (i) delete the personal information from all relevant files as soon as possible; or



- (ii) ensure, where deletion is not possible, that the personal information is not used further for any purpose or disclosed further to any Authorised Affiliate.
- (c) Any parent or guardian with queries regarding our collection, use, processing or disclosure of personal information relating to their Child should contact us using the details below.

---

## 14. Consent

You expressly and freely acknowledge and agree that we, our Authorised Affiliates and each of their officers, employees, agents and contractors are permitted to collect, process, store, use, disclose, alter and destroy your personal information in accordance with this policy and the relevant Privacy Laws.

---

## 15. Changes to the policy

- (a) We may amend this policy from time to time at our sole discretion.
- (b) Any revised policy will be posted on our Platform and effective from the time of posting.
- (c) Your continued use of our products, services or the Platform following the posting of any revised policy indicates your acceptance of the changes to the policy.
- (d) You should regularly check and read the policy.

---

## 16. Complaint

- (a) If you have any issues about this policy or the way we handle your personal information, please contact us using the details below and provide full details of your complaint and any supporting documentation.
- (b) At all times, privacy complaints will:
  - (i) be treated seriously;
  - (ii) be dealt with promptly;
  - (iii) be dealt with in a confidential manner; and
  - (iv) not affect your existing obligations or your commercial arrangements with us.
- (c) Our Privacy Officer will endeavour to:
  - (i) respond to you within 10 business days; and
  - (ii) investigate and attempt to resolve your concerns within 30 business days or any longer period necessary and notified to you by our Privacy Officer.
- (d) If you are in the EU and dissatisfied with the outcome of your complaint, you may refer the complaint to the lead supervisory authority in the relevant EU member state. The supervisory authority in Australia is the Privacy Officer who may be contacted at [info@techcreations.com.au](mailto:info@techcreations.com.au), 1300 855 135 or any other channels as updated at [www.techcreations.com.au](http://www.techcreations.com.au)

---

## 17. Contact us

You can contact us using the following details:



**Privacy Officer**  
**[info@techcreations.com.au](mailto:info@techcreations.com.au)**