

Privacy Policy

1. Overview

In this Privacy Policy (the **Policy**) ‘**our**’, ‘**we**’ and ‘**us**’ means Universally Loved Pty Ltd ACN 640 211 712, which owns and operates the application known as “Universally Loved” (our **application**) and the associated website at www.universallyloved.com (our **website**) ‘**you**’ and ‘**your**’ refers to the users.

We may change this Policy from time to time by publishing changes to it on our application and website. You should check our application and our website regularly to ensure that you are aware of the Policy and any changes.

This Policy sets out how we collect, use, store and disclose your personal information (**personal information**) and we are committed to respecting your privacy.

2. Consent

Personal information includes information, or an opinion, about an individual that is reasonably identifiable – and may include things like your name, age, gender, postcode, contact details or financial information.

By providing personal information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Policy and any other arrangements that apply between us.

3. Types of personal information we collect

We may collect the following types of personal information:

- your name;
- your address (both residential and mailing address);
- your email address;
- your telephone numbers;
- your date of birth and age;
- your credit card information;
- your identification details;
- your device information, device type, geo-location information, computer and connection information, page views statistics, ad data, IP address and web log information;
- details of the products or services we have provided to you or that you have enquired about including any additional information required to deliver those products or services to you and to respond to your enquiries;
- information you provide to us via surveys or reviews;
- additional information that you provide to us directly through our application or website or indirectly by your use of our application or our website or via other websites or accounts from which you consent to the collection of your personal information;

- any other personal information that we may require to facilitate your dealings with us.

4. Ways we may collect personal information

We may collect personal information directly from you or from third parties, and we may collect this information when you:

- register on our application or our website;
- communicate with us through our application, our website, correspondence, chats, email or when you share information with us from other applications, services, websites or social media;
- visit or interact with our application or our website, services, advertising or other content;
- use cookies on our website;
- order products or services from us.

5. How we may use personal information

We may use and disclose your personal information for the following purposes:

- to enable you to access and use our application or our website;
- to enable us to operate, protect, improve and optimise our application or our website, our business and our users' experience, including to perform analytics, conduct research and for advertising and marketing;
- to send you service, support and administrative messages, reminders, technical notices, updates, security alerts and information requested by us;
- to send you marketing and promotional messages and other information that may be of interest to you, including information sent by or on behalf of our business partners and third parties that we think you may find beneficial;
- to administer rewards, surveys, contests or other promotional activities or events sponsored or managed by us or our business partners;
- to comply with our legal obligations, resolve any disputes that we may have with any of our users and enforce our agreements with third parties; and

We may also disclose your personal information to a trusted third party who also holds information about you.

6. Direct marketing

We may, and our business partners may, send you direct marketing communications and information about our services and products in the form of emails, SMS, mail or other media in accordance with the *Spam Act 2003* (Cth) and the *Privacy Act 1988* (Cth) (**marketing materials**).

You may opt out of receiving marketing materials by opting out at the following unsubscribe link or by contacting us using the details on our application or our website and telling us you wish to opt out.

7. Who may we disclose personal information to?

We may disclose personal information for the purposes set out in this Policy to:

- our employees, contractors and related bodies corporate;

- third party suppliers and service providers (including providers for the operation of our websites/applications/mobile applications or our businesses or in connection with providing our products and services to you);
- professional advisers, dealers and agents;
- payment systems operators and merchant facility providers;
- our existing or potential agents, business partners or partners;
- our sponsors or promoters of any competition that we conduct via our services;
- anyone to whom our assets or businesses (or any part of them) are transferred;
- specific third parties authorised by you to receive information held by us; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

8. Disclosure of personal information outside Australia

We may disclose personal information outside of Australia to:

- third party suppliers;
- cloud storage suppliers;
- subcontractors and employees

located overseas.

When you provide personal information to us, you consent to its disclosure outside of Australia and acknowledge that we are not required to ensure that overseas recipients handle that personal information in compliance with Australian Privacy Law.

9. Website and cookies

We may collect personal information about you when you use and access our website.

While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use cookies or other similar tracking technologies on our website that help us track your website usage and remember your preferences.

Cookies are small files that store information on your computer, TV, mobile phone or other device which enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser but our websites may not work as intended for you if you do so.

We may also use cookies to enable us to collect data that may include personal information.

We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Policy.

10. Security

We may hold personal information in electronic or hard form.

We take reasonable steps to protect personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure and we use a number of

physical, administrative, personnel and technical measures to protect your personal information, however, we cannot guarantee the security of personal information.

11. Links

Our website may contain links to websites operated by third parties (**third party links**).

Third party links are provided for convenience and may not remain current or be maintained.

Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, third party links, and have no control over or rights in those linked websites.

The privacy policies that apply to those other websites may differ substantially from our Policy.

12. Accessing personal information

We may, when contacted by you, be able to provide access to the personal information we hold, although we may not be able to provide you with access to all the personal information we hold – if we cannot we will tell you why.

If you believe that personal information is inaccurate, please contact us and we will take reasonable steps to correct the personal information.

13. Complaints

If you consider that we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the details below.

Please include your name, email address and/or telephone number and clearly describe your complaint.

We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time.

If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

14. Contact us

For further information about the Policy, or to access or correct personal information, please contact us using the details as follows:

admin@universallyloved.com

Version: 01/22