



## **Privacy Policy**

### **Love Your Numbers Pty Ltd**

#### **1. We respect your privacy**

- 1.1. Love Your Numbers Pty. Ltd. respects your right to privacy and is committed to safeguarding the privacy of its customers and website visitors. We adhere to the National Privacy Principles established by the *Privacy Act* 1988 (Cth). This policy sets out how we collect and treat your personal information.
- 1.2. "Personal information" is information we hold which is identifiable as being about you.

#### **2. Collection of personal information**

- 2.1. Love Your Numbers Pty. Ltd. will, from time to time, receive and store personal information that you either:
  - 2.1.1 enter onto our website;
  - 2.1.2 provide to us directly; or
  - 2.1.3 give to us in other forms.
- 2.2. You may provide basic information such as your name, phone number, address and email address to enable us to send you information, provide updates and process your product or service order. We may collect additional information at other times including, but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support staff.
- 2.3. Additionally, we may also collect any other information you provide in the course of interacting with us.

#### **3. How we collect your personal information**

- 3.1. Love Your Numbers Pty. Ltd. collects personal information from you in a variety of ways including, amongst others:
  - 3.1.1 when you interact with us electronically or in person;
  - 3.1.2 when you access our website; and
  - 3.1.3 when we provide our services to you.

We may receive personal information about you from third parties. If we do, we will protect it as set out in this Privacy Policy.

#### **4. Use of your personal information**

- 4.1. Love Your Numbers Pty. Ltd. may:
  - 4.1.1 use personal information collected from you to provide you with information, updates and our services;
  - 4.1.2 make you aware of new and additional products, services and opportunities available to you;
  - 4.1.3 use your personal information to improve our products and services and better understand your needs; and
  - 4.1.4 contact you by a variety of measures including, but not limited to, telephone, email, SMS, online chat facilities or mail.

#### **5. Disclosure of your personal information**

- 5.1. We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as is reasonably necessary for the purposes set out in this Policy. However, personal information is only supplied to a third party when it is required for the purposes of the delivery of our services.
- 5.2. We may from time to time be compelled by law to disclose personal information in the course of complying with a legal requirement such as a law, regulation, court order, subpoena or warrant, in the course of legal proceedings or in response to a compelling request from a law enforcement agency.
- 5.3. We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of:
  - 5.3.1 Love Your Numbers Pty. Ltd.; or
  - 5.3.2 [www.loveyournumbers.com.au](http://www.loveyournumbers.com.au)or its customers or third parties.
- 5.4. Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.
- 5.5. If there is a change of control in our business or a sale or transfer of any business assets we reserve the right to transfer both as required and to the extent permissible by law our user databases, together with any personal information and non-personal information that is contained in those databases. This information may be disclosed to a potential purchaser pursuant to and in accordance with, amongst other things, a confidentiality & non-disclosure agreement. However, we would endeavour to only disclose information in good faith and where any such disclosure(s) are required by and in the course of any of the above particularised circumstances.
- 5.6. By providing us with personal information, you consent to and irrevocably and unreservedly accept the terms of this Privacy Policy and the types of disclosure that are covered by this Policy. Where we disclose your personal information to third parties, we will request (but we are not in a position to demand) that the third party follows this Policy regarding the handling of your personal information.

## 6. Security of your personal information

- 6.1. Love Your Numbers Pty. Ltd. is committed to ensuring that the information you provide to us is secured at all times. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.
- 6.2. All of the above in sub-clause 6.1 said, however:
- 6.2.1. the transmission and exchange of information is carried out at your own risk;
- 6.2.2. we cannot guarantee the security of any information that you transmit to or receive from us; and
- 6.2.3. although we take reasonable measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

## 7. Access to your personal information

- 7.1. You may request details of personal information that we hold about you in accordance with the provisions of the *Privacy Act 1988* (Cth) but a small administrative fee may be payable for the provision of information. If you would like a copy of the information which we hold about you or believe that any information that we hold in respect of you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at: [leanne@loveyournumbers.com.au](mailto:leanne@loveyournumbers.com.au)
- 7.2. We reserve the right to refuse to provide you with information that we hold about you in certain circumstances that are set out in the Privacy Act.

## 8. Complaints about privacy

- 8.1. If you have any complaints about our privacy practices, please feel free to send details of your complaints to: **PO Box 2128, BATHURST, NEW SOUTH WALES, 2795, AUSTRALIA**
- We take any complaints very seriously and will respond shortly after receiving written notice of your complaint.

## 9. Changes to Privacy Policy

- 9.1. Please be aware that we may change this Privacy Policy from time to time. We may, in our sole and unfettered discretion, modify this Policy at any time and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check our website from time to time to review our Privacy Policy.

## 10. Website

### 10.1 *When you visit our website*

When you come to our website ([www.loveyournumbers.com.au](http://www.loveyournumbers.com.au)) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc.. This information is used in an aggregated manner to analyse how people use our site and so that we can improve our service.

### 10.2 *Cookies*

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that can either access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, choosing to reject cookies may prevent you from taking full advantage of our website.

10.3 Our website may, and from time to time, use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to suggest relevant advertisements and links to website visitors through third party services such as Google 'AdWords'. Such advertisements and links may appear on either this website or other websites you visit.

### 10.4 *Third party sites*

Our website may from time to time contain links to other websites that are not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute, comprise or evidence any sponsorship of or endorsement or approval of these websites. Please be aware that Love Your Numbers Pty. Ltd. is not responsible for the privacy practices of any other websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.