

At Comace, we are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, store, and protect your personal information in compliance with the Privacy Act 1988 and the Australian Privacy Principles (APPs). We take your privacy seriously and are dedicated to safeguarding your personal information.

### **1. Information We Collect**

We collect the following types of personal information to provide our services:

- **Personal Information:** This may include your name, address, phone number, email address, and any other information you provide to us.
- **Transaction Information:** We collect payment information and transaction history to process orders and deliver services.
- **Usage Data:** Information about your interactions with our website or services, such as your IP address, device type, browser details, and pages visited, collected automatically through cookies and other tracking technologies.

### **2. How We Use Your Information**

We use your personal information for the following purposes:

- **Providing Services:** To fulfill your orders, process payments, and deliver services or products as requested.
- **Communications:** To communicate with you about your orders, services, or promotional offers (if you have opted in).
- **Improving Our Services:** To analyse customer behaviour, improve our products, and enhance your experience.
- **Security:** To protect against fraud, unauthorised access, and ensure the security of our website and services.
- **Legal Compliance:** To comply with legal obligations or regulatory requirements.

### **3. Protecting Your Information**

We take steps to protect your personal information and ensure it is securely stored:

- **Data Security:** We use encryption, secure servers, and firewalls to protect your data during transmission and storage.
- **Access Control:** Personal information is only accessible to authorized personnel who need it to perform their job duties. We implement strict internal controls to limit access.
- **Regular Audits:** We conduct regular audits and risk assessments to identify and address potential security vulnerabilities.

### **4. Sharing Your Information**

We may share your personal information in the following situations:

- **Third-Party Service Providers:** We may share your data with trusted third-party service providers who assist us in operating our business (e.g., payment processors, IT service providers). These third parties are required to protect your data and only use it for the purposes specified by us.
- **Legal Compliance:** We may disclose your personal information if required to do so by law, in response to a legal request, or to protect the rights, property, or safety of Comace, our customers, or others.
- **Business Transfers:** If Comace undergoes a merger, acquisition, or sale of assets, your personal data may be transferred to the new owners.

## **5. Your Rights and Choices**

As a customer, you have the following rights in relation to your personal information:

- **Access and Correction:** You have the right to request access to the personal information we hold about you and request corrections if the information is inaccurate or incomplete.
- **Opting-Out of Marketing:** You may opt out of receiving marketing communications at any time by following the unsubscribe instructions provided in our emails or contacting us directly.
- **Data Deletion:** You may request that we delete your personal information, subject to certain exceptions under the Privacy Act.
- **Withdraw Consent:** You can withdraw consent for the collection and use of your personal information at any time by contacting us.

## **6. Cookies and Tracking Technologies**

We use cookies and other tracking technologies to improve your experience on our website and to understand how you use our services. Cookies help us analyse trends, provide personalized content, and remember your preferences. You can manage your cookie preferences through your browser settings. However, please note that disabling cookies may affect the functionality of certain parts of our website.

## **7. Children's Privacy**

Our services are not intended for children under the age of 13, and we do not knowingly collect personal information from children. If we discover that we have collected personal data from a child under 13, we will take steps to delete that information as soon as possible.

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the updated "Effective Date." We encourage you to review this policy periodically to stay informed about how we are protecting your privacy.

## **9. Contact Us**

If you have any questions or concerns about our privacy practices or wish to exercise your privacy rights, please contact us via our website.



Felice Miegel  
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