

Privacy Policy

Effective Date: 01/01/2020

Eddy Andrews Group (referred to as "we," "our," or "us") is committed to protecting your privacy and managing your personal information responsibly. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

This policy applies to all entities within the Eddy Andrews Group, including its brands and associated businesses.

1. What is Personal Information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. This includes, but is not limited to, your name, address, email address, phone number, and financial details.

2. Collection of Personal Information

We may collect your personal information in various ways, including when you:

- Visit our websites or use our online services.
- Contact us via email, phone, or other channels.
- Subscribe to our newsletters or promotional materials.
- Engage with us on social media platforms.
- Complete transactions with us or our brands.

We aim to collect personal information directly from you unless it is unreasonable or impracticable to do so.

3. Types of Personal Information Collected

The types of personal information we may collect include:

- **Contact Information:** Name, email address, phone number, and postal address.
- **Demographic Information:** Age, gender, and location.
- **Transactional Information:** Purchase details, payment information, and transaction history.
- **Technical Information:** IP addresses, browser type, and website usage data.

4. Purpose of Collection

We collect personal information to:

- Provide and improve our products and services.
- Respond to inquiries and provide customer support.
- Process transactions and manage accounts.
- Send promotional offers and updates (with your consent).
- Comply with legal obligations and protect against fraud.

5. Disclosure of Personal Information

We may disclose your personal information to:

- Our affiliated brands and entities.
- Third-party service providers who assist in delivering our services (e.g., IT support, payment processors).
- Regulatory bodies, law enforcement agencies, or legal representatives when required by law.

We will never sell or rent your personal information to third parties.

6. Storage and Security of Personal Information

We take reasonable steps to protect your personal information from misuse, loss, unauthorized access, modification, or disclosure.

- Data is stored securely in physical and electronic formats.
- We implement security measures such as encryption, firewalls, and secure access protocols.

However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

7. Access and Correction

You have the right to access your personal information held by us and request corrections if the information is inaccurate, incomplete, or outdated.

To request access or corrections, contact us using the details provided below.

8. Marketing and Opt-Out

We may send you promotional materials about our products and services. If you do not wish to receive marketing communications, you can opt out by:

- Clicking the "unsubscribe" link in our emails.
 - Contacting us directly.
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9. Cookies and Online Data Collection

Our websites may use cookies to improve functionality and user experience. Cookies are small files stored on your device that help us analyze website usage and customize your experience.

You can manage or disable cookies through your browser settings. However, doing so may affect website functionality.

10. International Data Transfers

Some of our third-party service providers may be located outside Australia. When transferring your personal information internationally, we take steps to ensure it remains protected in compliance with Australian privacy laws.

11. Complaints and Contact Information

If you believe we have breached the Australian Privacy Principles, you can contact us to lodge a complaint. We will respond promptly to resolve your concerns.

Contact Details:

Eddy Andrews Group

Phone: +61 (07) 4357 4198

Email: info@eddyandrewsgroup.com

Address: Level 4/260 Queen Street, Brisbane City QLD 4000 Australia

12. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The latest version will always be available on our website.

By engaging with the Eddy Andrews Group and its brands, you consent to the terms outlined in this Privacy Policy.