

# Privacy Policy

## 1. Introduction

UtilityDeals Pty Ltd (referred to as "UtilityDeals") is committed to protecting your privacy and ensuring that your personal information is handled in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This privacy policy explains how we collect, use, disclose, and store your personal information.

## 2. Collection of Personal Information

We may collect personal information from you in the course of our business, including when you:

- Visit our website
- Use our services
- Contact us for inquiries
- Subscribe to our newsletters or updates
- Participate in our surveys or promotions

The types of personal information we may collect include:

- Name
- Contact details (address, email, phone number)
- Date of birth
- Payment information
- Information related to your use of our services
- Any other information you provide to us

## 3. Use of Personal Information

We collect and use your personal information for the following purposes:

- To provide and manage our services
- To communicate with you, including responding to your inquiries
- To improve our services and customer experience
- To process payments and transactions
- To send marketing and promotional materials, with your consent
- To comply with legal obligations and resolve disputes
- For any other purpose disclosed to you at the time of collection

## 4. Disclosure of Personal Information

We may disclose your personal information to:

- Our employees, contractors, and related entities
- Third-party service providers who assist us in operating our business
- Legal, financial, and other professional advisors
- Regulatory authorities as required by law

- Any other entities you have consented to or as required to provide our services

We do not sell or rent your personal information to third parties for marketing purposes.

## **5. Storage and Security of Personal Information**

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. We use various security measures, including encryption and secure servers, to safeguard your data. However, we cannot guarantee the security of your information transmitted over the internet, and you do so at your own risk.

## **6. Access to and Correction of Personal Information**

You have the right to access the personal information we hold about you and to request corrections if it is inaccurate, incomplete, or out of date. To make a request, please contact us using the details provided below. We will respond to your request within a reasonable timeframe and in accordance with the Privacy Act 1988 (Cth).

## **7. Cookies and Tracking Technologies**

Our website may use cookies and similar tracking technologies to enhance your browsing experience and improve our services. You can control the use of cookies through your browser settings, but disabling cookies may affect the functionality of our website.

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

We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. Any changes will be posted on our website, and the updated policy will take effect upon posting. We encourage you to review this policy periodically to stay informed about how we are protecting your personal information.

## **9. Opt-In and Opt-Out Choices**

**9.1 Opt-In** We will only send you marketing and promotional communications if you have opted in to receive them. You can opt-in by:

- Subscribing to our newsletters via our website
- Selecting the option to receive marketing communications during account registration or checkout

**9.2 Opt-Out** You can opt-out of receiving marketing and promotional communications at any time by:

- Clicking the "unsubscribe" link in any marketing email you receive from us
- Contacting us directly using the details provided below

Even if you opt out of marketing communications, we may still send you non-marketing communications, such as those related to your account or transactions with us.

## **10. Contact Us**

If you have any questions, concerns, or requests regarding this privacy policy or our handling of your personal information, please contact us at:

UtilityDeals Pty Ltd  
privacy@utilitydeals.com.au  
03-91180426

## **11. Complaints**

If you believe that we have breached the Australian Privacy Principles, you can contact us using the details above. We will investigate your complaint and respond within a reasonable period. If you are not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).

---