

Privacy Policy

1. This Privacy Policy details how Bana Industries Pty Ltd handles, collects, discloses and uses your personal information.

2. Please note that all words and terms defined in our Terms and Conditions carry the same meaning in this Privacy Policy. Please also note that we may update this Privacy Policy from time to time without prior warning.

3. By purchasing a product from us, creating an account and/or engaging our services, you agree to the collection, disclosure and management of your personal information as prescribed in this Privacy Policy – which is guided by the *Privacy Act 1988* (Cth) (**The Privacy Act**), in particular, the Australian Privacy Principles as contained in this legislation.

4. The Privacy Act defines ‘personal information’ as information or an opinion about an identified individual, or an individual who is reasonably identifiable. This means that ‘personal information’ has a broad scope and encompasses information such as, but not limited to:

- ! your full name;
- ! your contact details (including e-mail address, phone number/s, home address, delivery address and billing address);
- ! your payment details;
- ! your identification records; and
- ! IP addresses and cookie data.

5. We collect, use and/or store your personal information for a variety of reasons, including but not limited to:

- ! processing orders;
- ! processing payments;
- ! processing service requests;
- ! communicating with you and/or related third parties;
- ! maintaining records as per our legal obligations;
- ! enhancing our customer service experience;
- ! undertaking marketing or promotional activities; and
- ! managing complaints and feedback.

6. We treat the protection of your privacy with utmost importance. However, certain circumstances may compel us to disclose your personal information, this includes but is not limited to situations when:

- ! legally obligated, for example in relation to police or government investigation;
- ! protecting our rights or the rights or property;
- ! protecting other users, customers and/or members of the public;
- ! implementing our terms of service
- ! our business is sold or partly-sold to a third party (including our assets and records); or
- ! consent has been provided.

7. When you provide your personal information to us, we will seek to obtain your consent as to whether or not you wish to receive communications in regard to promotions, products, et cetera -unless it is impracticable to obtain consent prior to such use. Should you choose to receive such communications from us, you reserve the right to opt out at any time.

8. We will undertake reasonable endeavours to ensure that your personal information which we collect, hold, use and disclose is accurate, current and complete. Should any of the personal information change, please contact us on info@banascooter.com.au to update your details accordingly.

9. Please note that knowingly providing incorrect, false and/or misleading information is a criminal offence.

10. The Privacy Act confers certain rights to you in regard to accessing the personal information that we may collect and hold about you. You are entitled to make a request to obtain personal information that we hold about you, which we will endeavour to provide within a reasonable time. Please ensure that you specify what type of personal information you are seeking.

11. Once we have received your personal information request, we will provide a copy of your requested personal information to you, in accordance with our obligations contained in The Privacy Act. However, please note that we may first require you to provide an identification document for verification purposes.

12. If you wish to complain about a breach of how we have handled your personal information under The Privacy Act / Australian Privacy Principles, please send us an e-mail detailing the reasons and circumstances of the complaint to info@banascooter.com.au. We will promptly acknowledge your e-mail, commence investigation, and will get back to you within 30 days from when your e-mail was first sent.

13. If you are not satisfied with our response to your personal information request and/or privacy complaint, you are entitled to submit a complaint to the Office of the Australian Information Commissioner (**OAIC**). Further information in regard to the OAIC can found on their website, <https://www.oaic.gov.au/privacy/privacy-complaints/>