

Privacy Policy

Dated: [insert] 2024

Purpose of the policy

- (a) Delv Imports Pty Ltd ACN 674 082 761 ABN 34 674 082 761 trading as Oxygeni Hair Australia takes privacy very seriously, and we have taken steps to ensure that we comply with applicable privacy laws.
- (b) In this Privacy Policy (**Policy**):
 - (1) a reference to “we”, “us” and “our” is a reference to Delve Imports Pty Ltd ACN 674 082 761 ABN 34 674 082 761 trading as Oxygeni Hair Australia; and
 - (2) a reference to “you” or “your” is a reference to you, and anyone acting on your behalf or with your implied authority.
- (c) This privacy policy (**Policy**) applies to all information that we collected from you. This Policy and our Website terms and conditions (available at [insert hyperlink]) should be read together.
- (d) The purpose of this Policy is to explain why and how we collect your personal information, how we use this information (including who we may lawfully disclose this information to), and what control that you have over the ways in which we may use it.
- (e) Please read this Policy carefully as it will help you make informed decisions about sharing your personal information with us.
- (f) By continuing to interact with us, you agree to the collection, use, and disclosure of your personal information in the manner set out in this Policy.

1. Use and collection of personal information

- (a) We recognise the importance of your personal information to you and takes great care when collecting, storing, and using any personal information that you may provide us.
- (b) The type of information that we may collect and use depends on the type of interactions that you have with us. It can potentially include your name, address, email address, telephone number, or bank account and credit account details. When using the Website, it may also include information you access on the Website, and information that you submit through your use of the Website.
- (c) As a general rule, we do not collect sensitive information; however we do not review all information to ensure that it is not sensitive information. Sensitive information might include information about your race or ethnicity, political opinions or associations, criminal records (except where provided by law enforcement authorities) or your health information.
- (d) We may collect your personal information in a variety of ways. For example, we may collect your personal information:
 - (1) directly from you when you provide information to us through your access of our goods and services, including details provided through your use of the Website;
 - (2) social network accounts where such information is disclosed as part of the process to create such account, or through the use of such account; and

- (3) from third parties where you have consented to them disclosing your personal information.
- (e) We use your personal information for a variety of purposes, including:
 - (1) for the purposes of providing you with our goods and services, other related purposes which you would expect us to reasonably provide (such as administrative processes), and any other services for which you have consented to us providing;
 - (2) to contact you to inform you of any updates to the goods and services that we offer, or of any changes to our terms and conditions, our Website, or this Policy;
 - (3) to enable us to improve the goods and services that we offer you, such as for staff training and quality assurance purposes, research and development processes, and to respond to feedback provided by you; and
 - (4) to promote and market our goods and services to you.
- (f) We do not use or share your personal information for any purpose other than for the purpose for which it was disclosed or as otherwise permitted by this Policy.

2. Use by third parties

- (a) We may disclose your personal information to, without limitation:
 - (1) our agents;
 - (2) contractors;
 - (3) related bodies corporate;
 - (4) outsourced service providers that we use such as information technology providers or advertising or marketing professionals;
 - (5) to persons agreed to by you, including to other users of the Website; or
 - (6) as otherwise required to by law,

from time to time to assist us in developing, expanding, providing and marketing our goods and services to you (**Authorised Third Parties**). We may also store and use personal information collected from you by those Authorised Third Parties on our behalf.
- (b) These Authorised Third Parties may be located both in and outside Australia. Where we disclose your personal information to Authorised Third Parties who are outside of Australia, we will take steps to ensure that they protect your privacy and treat your personal information to the same standard as we would under this Policy.
- (c) However, we do not have complete control over the Authorised Third Parties. In continuing to utilise the Website, you consent to the potential disclosure of your personal information to Authorised Third Parties located outside of Australia, and indemnify us against any liability for breaches of privacy that are committed by these Authorised Third Parties.

3. Opting out of communications

- (a) Where we have your consent or are otherwise permitted by law, we may use your contact information to send you information, either directly or through Authorised

Third Parties. These communications may take the form of mail, email, SMS messages or telephone calls.

- (b) You can opt out of receiving these communications at any time by emailing us at unsubscribe@oxygenihair.com.au or by using the unsubscribe feature that we include in our electronic messages.

4. Updating your personal information

- (a) We do our best to keep our records up to date. To assist us with this, please let us know of any changes to your personal information.
- (b) We may destroy or de-identify your personal information if we determine that it no longer requires such information.

5. Non-personal information

We may collect non-personal information from you in order to assist in the development and optimisation of the Website. This may include information such as the type of device and operating system that you use, or your IP address. We may use the non-personal information that we collect for internal development and optimisation purposes.

6. Security

- (a) We will take reasonable care to ensure that your personal information is stored securely and cannot be accessed or modified by unauthorised parties. All of our Authorised Third Parties are required to respect the confidential nature of your personal information.
- (b) However, no form of information security is ever guaranteed, and as such we are unable to warrant that the personal information you provide will never be accessed or modified by unauthorised parties. By continuing to purchase our good and to use our services (including the Website) and providing us with your personal information, you indemnify us against any loss as a result of the access of your personal information by unauthorised third parties.

7. Accessing personal information

- (a) We will endeavour to keep your personal information that we collect accurate, up-to-date and complete.
- (b) You may request access to all personal information that we hold relating to you by contacting our Privacy Officer at hello@oxygenihair.com.au and including sufficient information to verify your identity. We will endeavour to provide you with a copy of all personal information that we hold which relates to you within 21 days of your request. We reserve the right to charge you our reasonable costs incurred in compiling the information for you.
- (c) If we are unable to provide you with access to your personal information, or if we are unable to update your personal information, we will promptly inform you of this and explain why we are unable to comply with your request.

8. Changes to this Policy

We may change this Policy at our discretion. The latest version of the Policy will always be available on our website and through the Website.

9. Further information

- (a) If you have any further questions in relation to this Policy please contact us at hello@oxygenihair.com.au.

- (b) You may also contact the Office of the Australian Information Commissioner if you are unhappy with the way in which we have dealt with your personal information, a complaint made by you, or if you would like more information about privacy in Australia.