

# Privacy Policy

Adrodex may collect some data that can be considered private or personal to continue its operations. This document will explain why and how the information is collected, and what control you have over the collection and usage of the data.

This policy is required by the Privacy Act of 1988 and the Australian Privacy Principles and applies to all the personal information collected by Adrodex. We are committed to complying with this legislation, and to protecting your privacy online.

## Terminology

- Adrodex may be referred to as 'the site' or 'the service';
- Stripe may be referred to as 'our payment partner' or 'our payment provider', and;
- Personal information may be generally referred to as 'data' or 'information'.

## What we collect

Without some of the information we collect, we would be unable to continue our business activities. We only collect data that is absolutely necessary to our business, and this may come in the following forms:

- Names;
- Contact details (such as email address);
- Financial information (such as transaction history), and;
- Geographical addresses (such as mailing addresses).

## Why we collect it

We may collect your information for one or multiple of the following purposes:

- If you were to contact us, we may retain your name and/or email address to contact you again, or as a record of that correspondence;
- When you purchase something from us, our payment provider Stripe keeps track of your financial information for its own purposes, and;
- If you were to order a product that needs to be physically shipped to you, we may request a physical mailing address.

## **When & how it's collected**

At or before the time we collect your information, we will take steps to ensure you know who we are, what we are collecting, and how you can access it. More often than not, we will collect information directly from you. However, sometimes we may need to collect this information from third parties, such as to complete an order or to locate and communicate with you.

## **How we use or disclose your information**

We may use or disclose your information for the reasons it is collected, or in such a way that you can reasonably expect us to. Your information is only disclosed to persons outside our business as set out in this policy or as otherwise notified at the time of collection.

We may use your data for the following reasons:

- Processing orders and verifying your identity;
- Managing our products and services (such as payments and invoices);
- Detecting and preventing fraud and other potential risks to us;
- Responding to your inquiries or complaints about purchases, products, services, or arrangements;
- Researching and developing our products and services, and maintaining and developing our systems;
- Meeting legal and regulatory requirements - various Australian laws expressly require us to collect and/or disclose your personal information, and;
- Enforcing our rights (such as undertaking debt collection or legal activity).

We may also disclose your information for the following reasons:

- Where you have consented to the disclosure;
- Where we reasonably believe that disclosing the information is necessary for reasons of a serious, immediate threat to the health or safety of you or the public;
- Where we reasonably believe that unlawful activity is or has been, engaged in, and your information is a necessary part of our investigation or reporting to relevant authorities, and;
- Where you have requested a service that we need to disclose your information to a third party to complete the request. In such a circumstance, this disclosure will be with your consent.

## **Who we disclose your information to**

We may disclose your information to any of the following parties, in accordance with the purposes defined above, and with respect for your privacy:

- Our legal, IT, or financial advisors;
- Regulatory bodies in Australia or other operating countries;

- Participants in financial and payment systems, such as banks, credit providers, and our payment partner;
- Your guarantors and security providers;
- Debt collectors, and;
- Other credit providers and trade suppliers.

## **Anonymity**

If you so choose, you can deal with us anonymously or pseudonymously, but only if it's not impractical for us to do so. For example, making general inquiries may be done anonymously, however, purchasing goods or services from us cannot practically be done anonymously.

## **Links**

The site may have links to other sites, which may collect and handle personal information in a different fashion to us. We are not responsible for the privacy practices of other businesses, or the content of linked sites. We strongly encourage you to be aware of when you leave the site and to read the privacy statements of every web site that collects your information.

## **Storage & security**

We place great importance on the security of all the information we collect and have put in place measures to protect against the loss, misuse and alteration of any information under our control. We take all reasonable steps we can to ensure any information is not misused, lost, or accessed, modified or disclosed without proper authorisation. All information is stored securely in controlled facilities.

- Your personal information is only retained for as long as absolutely necessary, then is de-identified or destroyed.
- Information stored by the computers of us or our storage agents can only be accessed by those entrusted with authority and computer network sanctions.
- No data transmission over the internet is guaranteed to be absolutely secure, so whilst we take every reasonable step we can to ensure your privacy, ultimately you submit your data at your own risk.

## **Contacting us**

If you wish to contact us regarding our privacy policy or any other of our services, do so through our support email address, or Privacy Officer:

[support@adrodex.com](mailto:support@adrodex.com)

**Adrodex Privacy Officer**

83 Tansey Drive, Tanah Merah, 4128

Telephone: 0490 326 223

Email: [isaac\\_shea@icloud.com](mailto:isaac_shea@icloud.com)