Hulppa,
95 School Road
Shepparton East VIC 3631,
Australia
ABN - 26 647 403 307

Privacy Notice

1. Introduction

This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information when you interact with our website and services.

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

By accessing or using this website, you agree to the terms of this Privacy Policy.

2. What Personal Information We Collect

We may collect personal information that is reasonably necessary for us to provide our services, operate our business, and comply with legal obligations. This may include:

- Name, contact details, and account information
- Payment and billing information
- Information submitted through contact forms, enquiries, or service requests
- Website usage data, cookies, IP addresses, and browser information
- Any other information you voluntarily provide to us

We do not collect sensitive information unless required and expressly permitted under the Privacy Act.

3. How We Collect Personal Information

We collect personal information in several ways, including when you:

- Visit or interact with our website
- Submit an enquiry or request via online forms
- Register for services or create an account
- Communicate with us by email, phone, or other channels
- Make a purchase or payment
- Participate in surveys, promotions, or feedback requests

We may also collect information automatically through web analytics tools and cookies.

4. Why We Collect and Use Personal Information

We may use your personal information for purposes including:

- Providing our services and managing customer relationships
- Processing orders, payments, and transactions
- Responding to enquiries, support requests, and communications

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- Improving website functionality, user experience, and security
- Conducting analytics, reporting, and business operations
- Complying with legal or regulatory obligations
- Sending information, updates, or marketing communications (with opt-out options)

We will not use your information for purposes other than those for which it was collected, unless permitted by law.

5. Disclosure of Personal Information

We may disclose personal information to:

- Service providers assisting us with operations, IT, payment processing, marketing, logistics, or analytics
- Professional advisors, auditors, or insurers
- Government authorities where required by law
- Third parties with your consent

We take reasonable steps to ensure third-party recipients comply with the Privacy Act and handle information securely.

Some service providers may be located overseas. If your information is transferred outside Australia, we will take reasonable steps to ensure it is protected in accordance with the Australian Privacy Principles.

6. Cookies and Website Tracking

Our website may use cookies, tracking technologies, and analytics tools to improve functionality and measure performance.

Cookies may collect:

- Browser and device information
- Pages visited
- Time and date of visits
- Referring websites

You may adjust your browser settings to refuse cookies; however, this may impact site functionality.

7. Data Security

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

Security measures may include:

- Secure servers and encryption
- Access controls and authentication
- Regular monitoring and system updates

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However, no method of electronic transmission is completely secure, and we cannot guarantee absolute security.

8. Access to and Correction of Personal Information

You may request access to personal information we hold about you or request correction of information that is inaccurate, out of date, incomplete, irrelevant, or misleading.

Requests can be made by contacting us using the details provided in this Policy. We may require verification of identity before releasing information.

9. Retention of Personal Information

We retain personal information only for as long as necessary to:

- Provide services
- Meet legal, regulatory, or accounting obligations
- Resolve disputes

When information is no longer required, we take reasonable steps to delete or de-identify it.

10. Marketing Communications

We may send you marketing information where permitted by law or where you have consented.

You may opt out of marketing communications at any time by using the unsubscribe link or contacting us directly.

11. Third-Party Links

Our website may contain links to external websites. We are not responsible for the privacy practices or content of third-party sites. We recommend reviewing their privacy policies before providing personal information.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The updated version will be published on our website with the effective date. Continued use of the website constitutes acceptance of the updated policy.

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13. Contact Us

If you have any questions about this Privacy Policy, or if you wish to access or correct your personal information, please contact us at:

Privacy Officer – Hulppa

Email: support@hulppa.com

(Replace with your preferred contact address)