

MEVCO Privacy Policy

Effective Date: October 28, 2024

Your Privacy Matters in Australia

MEVCO ("we," "us," or "our") is committed to protecting your privacy and handling your personal information responsibly in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). This policy outlines our ongoing obligations to you regarding how we manage your personal information.

What is Personal Information?

Personal information is information or an opinion that identifies an individual or could reasonably be used to identify an individual. This may include:

- **Contact Information:** Your name, address, email address, phone number, and similar contact details.
- **Online Identifiers:** Your IP address, device IDs, cookies, and other online identifiers.
- **Account Information:** Usernames, passwords, and other information you use to create an account with us.
- **Transaction Information:** Details about your orders, such as products purchased, payment method, and shipping address.
- **Customer Service Information:** Records of your interactions with our customer support team, including emails, chat logs, and phone calls.
- **Other Information:** Any other information you choose to provide, such as your social media handles, job title, feedback, or survey responses.

Why Do We Collect Your Personal Information?

We collect your personal information for the following primary purposes:

- **To Provide and Improve Services:** We collect your information to operate our website, fulfill your orders, provide customer support, and improve your experience on the Site. For example, we use your address to ship products to you and your browsing history to recommend products you might like.

- **To Communicate with You:** We use your information to respond to your inquiries, send you order confirmations, and provide you with important updates about your account or our services.
- **To Send You Marketing Communications:** With your consent, we may use your email address and other contact information to send you newsletters, promotional offers, and other marketing communications. You can unsubscribe from these communications at any time by clicking the "unsubscribe" link in the email or contacting us directly.

We may also use your personal information for secondary purposes that are closely related to the primary purposes, such as:

- **Data Analytics:** We analyse website traffic and usage patterns to improve the content and functionality of our Site.
- **Fraud Prevention:** We may use your information to detect and prevent fraudulent activity.
- **Legal Compliance:** We may use your information to comply with applicable laws and regulations.

We will only use your personal information for a secondary purpose if you would reasonably expect us to do so or if we have your consent.

How Do We Collect Personal Information?

We collect personal information in a variety of ways, including:

- **Directly from You:** When you interact with us through our website, by phone, email, or in person.
- **From Third Parties:** We may receive personal information about you from third parties, such as our business partners, service providers, or publicly available sources. We will take reasonable steps to ensure that you are aware of the information provided to us by third parties.
- **Through Cookies and Similar Technologies:** We use cookies and similar technologies (like web beacons and pixel tags) to collect information about your browsing activity. These technologies help us analyse website traffic, personalise your experience, and deliver targeted advertising. You can control cookies through your browser settings.

Sensitive Information

Sensitive information is a special category of personal information that requires a higher level of protection. This includes information about your:

- Racial or ethnic origin
- Political opinions
- Membership of a political association
- Religious beliefs or affiliations
- Philosophical beliefs
- Membership of a trade union
- Sexual orientation or practices
- Criminal record
- Health information
- Genetic information
- Biometric information

We will only collect, use, or disclose sensitive information with your consent or if required or authorised by law.

Disclosure of Personal Information

We may disclose your personal information to the following types of third parties:

- **Service Providers:** We share information with service providers who assist us with various business functions, such as website hosting (e.g., Amazon Web Services), data analysis (e.g., Google Analytics), payment processing (e.g., Stripe), order fulfillment, IT support, customer service, email delivery (e.g., Mailchimp), and auditing. We have contracts with these providers requiring them to protect your information.
- **Business Partners:** We may share information with business partners with whom we jointly offer products or services, or whose products or services we believe may be of interest to you. We will only do this with your consent.
- **Marketing Agencies:** We may share information with marketing agencies to help us with our marketing campaigns.

- **Legal Authorities:** We may disclose your information to government agencies or law enforcement if required to do so by law or if we believe that such disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or comply with a judicial proceeding, court order, or legal process.
- **Potential Acquirers:** We may share data in connection with or during negotiations of any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

Cross-Border Disclosure

We may disclose your personal information to overseas recipients, including our related companies and service providers located in [list countries]. We will take reasonable steps to ensure that any overseas recipient complies with the APPs or provides comparable safeguards for your personal information.

Security of Personal Information

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure. These steps include:

- **Access Controls:** We restrict access to your personal information to authorised personnel only.
- **Encryption:** We use encryption to protect your data when it is transmitted over the internet.
- **Data Security Training:** We provide data security training to our employees to ensure they understand how to handle your data securely.
- **Physical Security:** We maintain physical security measures to protect our offices and other facilities where your data is stored.
- **Regular Backups:** We regularly back up our data to prevent data loss.

Data Retention

We will retain your personal information for as long as necessary to fulfill the purposes for which it was collected, or to comply with legal obligations, resolve disputes, and enforce our agreements.

Access to and Correction of Personal Information

You may request access to the personal information we hold about you and request that we update or correct it. We will respond to your request within a reasonable timeframe.

To request access to or correction of your personal information, please contact us using the contact details below. We may require you to verify your identity before we provide you with access to your information.

Anonymity and Pseudonymity

Where practicable, you may interact with us anonymously or using a pseudonym. However, in some circumstances, we may need to collect your personal information to provide you with our services.

Notifiable Data Breaches

We comply with the Notifiable Data Breaches scheme. In the event of an eligible data breach, we will notify the affected individuals and the Office of the Australian Information Commissioner (OAIC) as required.

Policy Updates

This Policy may change from time to time. We will post any changes on our website and, if the changes are material, we will provide you with additional notice, such as by email.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

MEVCO Mining Australia Pty Ltd 44 O'Malley St, Osborne Park WA 6017, Australia

Email: info@mevco.com Phone: 08 6383 7889

You can also contact the OAIC if you have a complaint about our handling of your personal information:

Office of the Australian Information Commissioner Website: www.oaic.gov.au