

## Collecting your personal information

This Privacy Policy governs the manner in which Solfow PTY LTD (ABN 26 164 788 372) trading as Solfow. Solfow collects and handles (use, maintain and disclose) personal information in accordance with the National Privacy Principles under the Australian Privacy Act 1988 (Privacy law).

This privacy policy applies to the website [www.solfow.com.au](http://www.solfow.com.au) and to all products and services offered by Solfow including but not limited to social media (Facebook) and other marketing and promotional services.

We may collect your personal information in many different ways, including, but not limited to, when you visit our website, register on the website, place an order, subscribe to the newsletter, fill out a form, and in connection with other activities, services, features or resources we make available on our website and social presence and promotional advertisements online and offline.

You may be asked for your name, email address, mailing address, phone number. You may visit our website anonymously.

We will collect personal information from you only if you voluntarily submit such information to us. You can always refuse to supply personal information, except that it may prevent you from engaging in certain website-related activities or it may prevent us from being able to contact you.

We may collect non-personal information about you whenever you interact with our website. Non-personal information may include your browser name, your type of computer and technical information about your means of connection to our website, such as your operating system and your internet service provider and other similar information.

Our website may use “cookies” to enhance your experience. Your web browser places cookies on its hard drive for record-keeping purposes and sometimes to track information about you. You may choose to set your web browser to refuse cookies or to alert you when cookies are being sent. If you do so, note that some parts of our website may not function properly.

## Using your personal information

Solfow may use your personal information for the following purposes:

- To improve customer service – information you provide helps us to respond to your customer service requests and to support your needs more efficiently.
- To personalize your experience – we may use information in the aggregate to understand how you and other users as a group use the services and resources provided on our website.
- To improve our website – we may use any feedback you provide to improve our products and services.
- To run a promotion, contest, survey or other website features.
- To send you information which you have agreed to receive about topics we think will be of interest to you.
- To send emails/newsletters – we may use your email address to send you information and updates pertaining to your order. We may also use personal information to respond to you inquiries, questions, and/or other requests. You will have the choice to opt out of such emails by ‘unsubscribing’ to them.

## Disclosing your personal information

We do not sell, trade, or rent your personal information to others.

We may share generic aggregated demographic information not linked to any personal information regarding you with our business partners and suppliers. These businesses provide services or products to Solfow and may need access to the personal information we hold in order to enable them to perform those services.

We may use third party service providers to help us operate our business and the website or administer activities on our behalf, such as sending out newsletters or surveys.

## Securing your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our website.

## Accessing your information

You can access your information by making a written request to us. We will endeavour to provide you with the information you have requested unless providing such access would infringe another person's privacy. When you request access, we will ask you to provide some form of identification (such as a driver's licence or passport) so we can make sure that you are the person to whom the information relates. In some cases, we may also ask you to pay a reasonable fee to cover the cost of providing access.

If at any time you want to know what personal information we hold about you, please contact us, addressing your request to the Privacy Officer.

## Correcting your information or raising concerns

If you believe that any personal information which we hold about you is incorrect or out of date, or if you have concerns about how we are handling your personal information, please contact us and we will try to resolve those concerns.

If you wish to have your personal information deleted, please contact us and we will take reasonable steps to delete it unless we need to keep it for legal, auditing or internal risk management reasons.

If we become aware of any ongoing concerns or problems concerning our privacy practices, we will take these issues seriously and work to address these concerns.

If you have any further queries relating to our privacy policy, or you have a problem or complaint, please contact us, addressing your question or concern to the Privacy Officer.

## Changing this privacy policy

We may make changes to this policy from time to time without notice.

Any changes will be reflected on this page.

This policy was last updated in September 2023.

## Email & SMS

When you register your interest, download an ebook or complete an online query in any way on this website we will retain this information in order to respond to your query and communicate with you. You can opt out of receiving any further marketing communications. If you become a customer of Solflow we will need to continue to contact you for development, progress or performance related matters.

If you access the Solflow web site you agree to be bound by the conditions contained in this legal message and further agree that the Courts of Australia shall have exclusive jurisdiction in respect of any dispute arising from this legal message.

## Web browser cookies

Our website may use “cookies” to enhance the user experience. User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

## Disclaimer

Solflow assumes no responsibility for the contents of any other web sites to which the Solflow web site has links.

To the extent permitted by law Solflow shall not be liable to any person for any loss or damage which may arise from the use of any of the information contained in this web site. The material contained in this web site is a guide only.

## Competitions

From time to time, we run competitions. Some of the competition prizes are redeemed by one or more of our partners (for example a competition to win movie tickets). The details of the winners may be shared with our partner in order to offer the prize or promotional offer.

## Copyright

The copyright in the material contained in the Solflow website belongs to Solflow. Except solely for your own personal and non commercial use no part of this web site may be copied, performed in public, broadcast or adapted without the prior written permission of Solflow.

## Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

[www.solflow.com.au](http://www.solflow.com.au)  
[Keith@solflow.com.au](mailto:Keith@solflow.com.au)