

PRIVACY POLICY CONSENT

1 INTRODUCTION

- (a) This document sets out the privacy policy of Shingleback Off Road Pty Ltd ACN 633 831 393.
- (b) In this privacy policy, Shingleback Off Road Pty Ltd is referred to as we, us or our.
- (c) We take our privacy obligations seriously and have created this privacy policy to explain how we collect, hold, use and disclose personal information.
- (d) This privacy policy applies to personal information we collect through our website, online store, product enquiries, quote requests, customer communications, sales processes, deliveries, returns, warranty claims, repairs, recalls, service campaigns, marketing activities and other dealings with you.
- (e) When you provide personal information to us, we collect, hold, use and disclose that information as described in this privacy policy and as permitted or required by law
- (f) We may update this privacy policy from time to time by posting an updated copy on our website. We encourage you to check our website regularly to ensure you are aware of our current privacy policy.

2 TYPES OF PERSONAL INFORMATION WE COLLECT

- (a) The personal information we collect may include:
 - (i) your name.
 - (ii) your mailing address, street address, delivery address and billing address.
 - (iii) your email address.
 - (iv) your telephone number and other contact details.
 - (v) details of the products you order, purchase, enquire about or register with us.
 - (vi) details needed to process, fulfil, deliver, collect or return your order.
 - (vii) information you provide when you contact us, request a quote, make a product enquiry, request product support or make a warranty claim.
 - (viii) information about your vehicle, trailer, tow hitch, product compatibility needs, intended product use or product fitment requirements where you provide that information to us.
 - (ix) information connected with recalls, service campaigns, warranty assessments, repairs, inspections, customer support and product safety matters.
 - (x) information you provide in surveys, promotions, competitions, feedback forms or reviews.
 - (xi) your device identity and type, IP address, browser type, location information, page view statistics, website usage information, advertising data and standard web log information.
 - (xii) any other information you provide to us through our website, online forms, email, telephone, social media, in person or otherwise.
- (b) We do not store your credit card details where your payment details are supplied directly to our third party payment provider.
- (c) We use NAB Transact and may use other third party payment providers from time to time. Where you provide payment details directly to NAB Transact or another third party payment provider, we do not store your credit card details.
- (d) Where we need to process a refund by bank transfer, we may request your bank account details for the limited purpose of processing that refund. We will only use those details for that purpose and will take reasonable steps to securely delete or de-identify them

when they are no longer required for legal, accounting, dispute resolution or business record-keeping purposes.

3 PERSONAL INFORMATION OF MINORS

- (a) Our website, products and services are not directed at children.
- (b) We do not knowingly collect personal information from individuals under 18 years of age unless that information is provided by a parent or guardian, or the individual has sufficient capacity to provide the information.
- (c) If you are a parent or guardian and you believe that a child has provided personal information to us without appropriate consent or authority, please contact us using the details in this privacy policy.

4 HOW WE COLLECT PERSONAL INFORMATION

- (a) We may collect personal information directly from you or from third parties, including when you:
 - (i) visit or use our website.
 - (ii) contact us through our website, online forms, email, telephone, social media or otherwise.
 - (iii) request a quote or make a product enquiry.
 - (iv) order, purchase, collect, return or receive goods from us.
 - (v) make a warranty claim, request product support, register a product, or contact us about a recall, repair, inspection or service campaign.
 - (vi) communicate with our sales, support, warranty or customer service team.
 - (vii) interact with our website, social media pages, content, advertising or marketing communications.
 - (viii) participate in surveys, promotions, competitions, feedback forms or reviews.
- (b) We may also collect personal information from third parties where reasonably necessary for our business, including freight providers, Australia Post, payment providers, warranty repairers, service providers, website providers, analytics providers and marketing providers.
- (c) When you use our website or social media pages, we may collect information using cookies, web analytics tools and similar tracking technologies. These technologies help us understand how our website is used, improve our website and services, and support our marketing and analytics activities.
- (d) We use Google Analytics and may use other standard analytics tools from time to time. You can control or disable cookies through your browser settings, but doing so may affect your experience of our website.

5 USE OF YOUR PERSONAL INFORMATION

- (a) We collect and use personal information for the following purposes:
 - (i) to provide goods, services, quotes, product information and support to you.
 - (ii) to process, fulfil, deliver, collect, return or exchange orders.
 - (iii) to communicate with you about your order, enquiry, quote, delivery, return, warranty claim, repair, inspection, recall or service campaign.
 - (iv) to assess product suitability, compatibility questions, warranty claims, repairs, inspections and customer support requests.
 - (v) to arrange freight, delivery, collection, payment processing, repairs, warranty assessments and other services connected with your order or our products.

- (vi) for record keeping, administration, accounting, business operations and customer service.
 - (vii) to improve and optimise our products, website, services, customer experience, marketing and business operations.
 - (viii) to comply with our legal obligations, resolve disputes, enforce our agreements and protect our lawful interests.
 - (ix) to send you administrative messages, notices, updates, safety information, product information, service campaign information and other information requested by you.
 - (x) to send you marketing and promotional messages, product updates and other information that may be of interest to you, in accordance with the Spam Act 2003 (Cth).
- (b) You can opt out of receiving marketing communications from us at any time by using the unsubscribe facility provided or by contacting us.
 - (c) We may disclose your personal information to our employees, contractors, freight providers, Australia Post, payment providers, warranty repairers, service providers, website hosting and development providers, IT providers, analytics providers, marketing providers, professional advisers and other third parties where reasonably necessary for the purposes set out in this privacy policy.
 - (d) Some of the third parties we use may be located outside Australia or may store or process information outside Australia. Where we disclose personal information overseas, we will take reasonable steps to ensure that the recipient handles the information in a manner consistent with the Australian Privacy Principles, unless an exception applies under privacy law.
 - (e) We may disclose personal information to website hosting and development providers, including Pressable, where reasonably necessary for website hosting, maintenance, support, security, analytics and related services.

6 SECURITY

- (a) We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure.
- (b) We use administrative, technical and operational measures designed to protect the personal information we hold, including measures relating to access controls, website security, service provider management and internal handling of personal information.
- (c) We may store or process personal information using third party service providers, including website hosting, IT, payment, freight, analytics and business support providers.
- (d) No method of electronic transmission, storage or processing is completely secure. While we take reasonable steps to protect personal information, we cannot guarantee the security of personal information.

7 LINKS

- (a) Our website may contain links to other websites, platforms, payment pages, delivery services, product information, social media pages or third party content.
- (b) Those links are provided for convenience only and may not remain current or be maintained.
- (c) We are not responsible for the privacy practices, content, security or handling of personal information by any third party website or service.
- (d) You should review the privacy policy and terms of any third party website or service before using it or providing personal information through it.

8 REQUESTING ACCESS OR CORRECTING YOUR PERSONAL INFORMATION

- (a) You may request access to the personal information we hold about you by contacting us using the details set out in this privacy policy.
- (b) You may also contact us if you believe that any personal information we hold about you is inaccurate, incomplete, out of date or misleading.
- (c) We may need to verify your identity before responding to an access or correction request.
- (d) In some cases, we may be unable to provide access to all personal information we hold about you, or we may be unable to correct information in the way you request. If this happens, we will explain why, where reasonable and required by law.
- (e) We will respond to access and correction requests within a reasonable timeframe.

9 COMPLAINTS

- (a) If you have a complaint about how we collect, hold, use, disclose or otherwise handle your personal information, please contact us using the details set out in this privacy policy.
- (b) Your complaint should include your name, contact details and enough information for us to understand and investigate your concern.
- (c) We will investigate your complaint and respond within a reasonable timeframe.
- (d) If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner or any other privacy regulator that applies to your complaint.

10 CONTACT US

For further information about this privacy policy or our privacy practices, or to request access to or correction of your personal information, or to make a privacy complaint, please contact us using the details below:

Name: Shingleback Off Road Pty Ltd

Email: contact@shinglebackoffroad.com.au

This privacy policy was last updated on 12/06/26.