

## **PRIVACY POLICY**

C Sea Solutions Pty Ltd (trading as 'Uluu') ACN 638 224 558 (**we, our and us**) respects the personal information of individuals. We understand that the security of your personal information is important to you, and as such we are committed to protecting the personal information we may hold or acquire through your dealings with us. This Privacy Policy sets out our practices regarding the collection, use and disclosure of personal information that you provide to us and which we collect from you.

By accessing or otherwise using our website at uluu.com (**Website**), contacting us by email, telephone or otherwise, or using any of our other services or by supplying services to us, you agree to the terms and conditions set out in this Privacy Policy and consent to the processing of your information in accordance with this Privacy Policy.

### **Types of personal information we collect and hold**

The types of personal information that we collect includes but is not limited to:

- Your name, phone number, email address and other contact details
- Bank account details and other financial information
- Any other personal information that may be required in order to facilitate your dealing with us.

We may collect personal information about individuals, contractors and suppliers, third parties seeking our services, and other people who come into contact with us in the ordinary course of business.

We may collect information that is considered “sensitive information”, such as:

- your racial or ethnic origin
- gender identity and sexual orientation or practices, and
- disability, mental health and other health information.

### **How we collect and hold personal information**

In general, we do not collect your personal information, unless you provide it to us voluntarily and knowingly during your dealings with us, including when:

- you fill out forms on our Website
- you complete any surveys or questionnaires we send
- we supply services to you
- you supply services to us
- you have personal contact with us at a face-to-face meeting or at an event, or
- you mail, email or telephone or otherwise contact us any reason.

In addition, when you apply for a job or position with us we may collect certain information from you (including your name, contact details and working history) from your previous employers, your referees, human resources professional and others who may be able to provide further information to us to assist us in our decision to offer you a position.

We hold such information in hard copy files and electronic files. We are committed to protecting the personal information we collect and hold from misuse and loss and from unauthorised access, modification or disclosure. We use a variety of industry-standard security technologies and procedures to help protect your personal information, including de-identification and anonymisation, when possible. However, you acknowledge that no security system is impenetrable and no company, including us, can fully eliminate security risks associated with personal information or electronic databases. Accordingly, any personal information or other information which you transmit to us is transmitted at your own risk.

## **The purpose for which we collect, hold, use and disclose your personal information**

In general, your personal information is used for the purpose (**primary purpose**) for which you provide it to us, which may include:

- to provide you with our goods, services or quotations
- to enable us to contact and communicate with you regarding your accounts with us
- to enable us to fulfil your requests for our products or services and process your orders or a refund request
- to respond to and resolve any query or complaint
- for internal administration, debt collection, product research, evaluation and development, quality control purposes, advertising and marketing purposes
- to offer you additional information, opportunities, discounts and promotions from us from time to time
- to consider your employment or contractual engagement application (such as supply or retention of services), and
- for any other purposes required or authorised by law or a court/tribunal order.

We may disclose your personal information to:

- third party contractors engaged to perform functions or provide services relating to the purposes for which we collect personal information
- third party service providers within Australia who work on behalf of or with us to assist in business operations and service delivery, such as processing payments (such as credit card payments) and
- enforcement or regulatory authorities, within and outside of Australia, if required by law.

Except as set out in this Privacy Policy (or as required for any statutory or legal requirements), we do not sell or rent your personal information to third parties.

## **Access to and correction of personal information**

You may request access to your personal information, or you may seek the correction of such information by sending an email to our Co-CEO at [michael.kingsbury@uluu.com.au](mailto:michael.kingsbury@uluu.com.au) or calling us on +61 451 890 036. We may charge you to provide access to your information depending on the costs associated with obtaining and providing the material.

## **Concerns about privacy**

If you have any concerns in relation to your privacy in your dealings with us or the Website, you should direct your concerns to us by emailing [michael.kingsbury@uluu.com.au](mailto:michael.kingsbury@uluu.com.au).

## **Overseas disclosures**

Except as set out elsewhere in this Privacy Policy, we do not disclose your personal information to any overseas or international entities or personnel.

## **Changes to our Privacy Policy**

We may, by notice sent by email to your last known email address, amend this Privacy Policy at any time. Changes will be effective from the date given in our notification, which, where reasonably practicable, should be no less than seven (7) days from the date of our notice to you. Any such changes will be posted on the Website from the date it is intended to take effect. Your continued use of the Website and our services following the date such amendments take effect will represent an agreement by you to be bound by the Privacy Policy as amended.

*Policy last updated January 2024.*

## PRIVACY COLLECTION STATEMENT

### Privacy Collection Statement

C Sea Solutions Pty Ltd (trading as 'Uluu') (**we, our and us**) collect your personal information for the purpose of offering services, providing services, or acquiring services.

We may also collect information that is considered “sensitive information”, including your racial or ethnic origin, gender identity, sexual orientation or practices, disability, mental health, and other health information. You consent to the collection and use of this information by providing it to us.

If you do not provide the requested personal information to us we may not be able to fully and effectively provide services to you, be supplied services from you, or respond to your requests, questions or comments.

We may use or disclose your personal information to third party contractors engaged to perform functions or provide services to you, third party service providers within Australia who work on behalf of or with us, and enforcement or regulatory authorities, within and outside of Australia, if required by law.

We do not disclose your personal information overseas.

Our Privacy Policy contains information about how we protect your personal information (including by use of de-identification), how you can access and seek the correction of your personal information, and how you can make a complaint about a breach of your privacy. You can direct your privacy queries to our Co-CEO at [michael.kingsbury@uluu.com.au](mailto:michael.kingsbury@uluu.com.au).