

ON PACE MULTISPORT

Privacy Policy Document



Privacy Policy

Effective Date: October 2022

At On Pace Multisport ("Company," "we," "us," or "our"), we are committed to protecting the privacy and personal information of our users and customers. This Privacy Policy outlines how we collect, use, disclose, and protect personal information in accordance with the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 (Cth). By accessing our website or using our services, you agree to the terms and conditions of this Privacy Policy.

1. **Collection of Personal Information** We may collect personal information from you when you interact with us, including but not limited to:
 - a. **Information you provide:** We may collect personal information such as your name, email address, phone number, postal address, payment details, and other information you voluntarily provide to us when you create an account, place an order, subscribe to our newsletters, participate in surveys, or contact us for support.
 - b. **Automatically collected information:** We may collect certain information automatically when you visit our website or use our services, such as your IP address, browser type, operating system, referring URLs, and other technical information. This information is collected through cookies, web beacons, and similar technologies.
2. **Use of Personal Information** We may use your personal information for the following purposes:
 - a. **Providing services:** We use personal information to deliver the services you have requested, including processing orders, managing customer accounts, and providing customer support.
 - b. **Communication:** We may use your personal information to communicate with you about our products, services, promotions, and updates. You can choose to opt-out of marketing communications at any time.
 - c. **Improving our services:** We may use personal information to analyse trends, track user activity, and gather demographic information to improve our website, services, and user experience.
 - d. **Legal obligations:** We may process personal information to comply with applicable laws, regulations, or legal processes.
3. **Disclosure of Personal Information** We may disclose your personal information in the following circumstances:
 - a. **Service providers:** We may share personal information with trusted third-party service providers who assist us in operating our business, such as payment processors, shipping providers, and IT service providers. These service providers are contractually obligated to handle your information securely and only use it for the purposes specified by us.
 - b. **Legal requirements:** We may disclose personal information if required to do so by law or in response to a valid request by a governmental authority or law enforcement agency.
 - c. **Business transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, personal information may be transferred to the acquiring entity or third party involved.
4. **Data Security** We take reasonable measures to protect the personal information we collect and store from unauthorized access, disclosure, alteration, and destruction. We use industry-standard security practices and technologies to ensure the confidentiality and integrity of your data. However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.
5. **Access and Correction of Personal Information** You have the right to access, correct, or update your personal information held by us. If you would like to exercise this right, please contact us using the contact details provided in Section 7 of this Privacy Policy. We will respond to your request in accordance with applicable privacy laws.

Cookies and Tracking Technologies We use cookies, web beacons, and similar technologies to enhance your experience, analyse trends, track user activity, and gather demographic information. You can manage your cookie preferences through your browser settings, but please note that disabling cookies may affect your ability to access certain features of our website.