Privacy Policy

for Source Separation Systems

Effective Date: 01/07/2024

Source Separation Systems (referred to as "we," "our," or "us") is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and manage your personal information when you use the Randwick FOGO (Food Organics and Garden Organics) platform and services.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at https://www.oaic.gov.au/.

We collect your Personal Information for the primary purpose of providing our services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

1. What Information We Collect

We may collect the following types of personal information:

- **Contact Information:** Name, email address, phone number, and postal address.
- **Account Information:** Details provided during account creation.
- **Transactional Information**: Details of the products or services you have purchased or requested.
- **Technical Information:** IP address, browser type, device information, and usage data.

2. How We Collect Your Information

We collect personal information in various ways, including:

- When you register for an account on our platform.
- When you place an order or request a service.
- Through cookies and similar tracking technologies when you use our website.
- When you contact us via email, phone, or other communication methods.

3. How We Use Your Information

We use your personal information for purposes such as:

- Providing, managing, and improving our platform and services.
- Processing orders, payments, and service requests.

- Communicating with you regarding your account, orders, or inquiries.
- Sending marketing and promotional material, where you have opted-in.
- Complying with legal obligations and resolving disputes.

4. Disclosure of Personal Information

We may disclose your personal information to third parties where it is necessary to provide the requested service or required by law. These third parties include:

- **Service Providers:** Third-party organizations that assist us in delivering services, such as payment processors and IT support.
- **Logistics Providers:** Such as Australia Post, for the purpose of delivering goods and services you have requested.
- **Legal and Regulatory Authorities:** Where disclosure is required by law or necessary to protect our rights or comply with legal obligations.

We ensure all third-party service providers adhere to stringent privacy standards, including those outlined in the Australian Privacy Act 1988.

5. How We Protect Your Information

We implement a range of security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction, including:

- Encryption of sensitive data.
- Regular security audits and assessments.
- Restricting access to personal information to authorized personnel only.

6. Your Rights and Choices

You have the following rights regarding your personal information:

- **Access and Correction:** Request access to or correction of the personal information we hold about you.
- **Opt-Out:** Opt-out of receiving marketing communications.
- **Withdrawal of Consent:** Withdraw your consent for us to process your personal information.
- **Lodging Complaints:** Submit a complaint if you believe we have breached privacy laws. Complaints can be directed to Melanie Barstow on the contact details listed below.

7. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our platform. You can manage cookie preferences through your browser settings.

8. Third-Party Links

Our platform may contain links to third-party websites. We are not responsible for the privacy practices of these external sites. We encourage you to review their privacy policies.

9. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated policy will be posted on our website with the effective date.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

Source Separation Systems
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