

## PRIVACY POLICY

Donex (ABN 20 228 565 628) (“We”, “Us”, “Our”) respects your privacy. This Privacy Policy explains how We collect, use, store, and protect your personal information when you use Our Website or Services. By using Our Website or engaging with Our Services, you agree to the practices described in this Privacy Policy.

### A. Collection of personal information

We may collect personal information when you interact with Us, including:

- i. Registering on Our Website, submitting forms, or using Our Services
  - ii. Contacting Us via email, phone, or social media
  - iii. Uploading documents or images for the purposes of your account or Service request
- Personal information may include your name, contact details, company details, uploaded documents, and payment information. We may also receive information about you from third parties, such as Service Providers you engage with, where you have consented to such sharing.

We only collect information necessary to provide and improve Our Services.

### B. Use of personal information

We use personal information to:

- i. Facilitate introductions and Service provision between Clients and Providers
- ii. Communicate with you about Our Services, including administrative or marketing messages
- iii. Understand and analyse how Our Website and Services are used
- iv. Comply with legal and regulatory obligations

We will only use your information for purposes that are directly related to the Services We provide unless you have consented to other uses, such as marketing.

### C. Disclosure of personal information

We may disclose your personal information to:

- i. Providers you engage with through the Website
- ii. Third-party Service Providers that help Us operate the Website or deliver Services
- iii. Authorities if required by law or to protect Our legal rights

We do not sell your personal information to unrelated third parties.

### D. Cookies and tracking

We may use cookies and similar technologies to track Website usage and improve your experience. These do not identify you personally unless you provide that information directly. You can manage or disable cookies through your browser settings, but this may affect some features of Our Website.

### E. Security and storage

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, or disclosure. This includes administrative, technical, and physical safeguards.

While We strive to protect your information, no system is completely secure, and We cannot guarantee absolute security. You are responsible for keeping your account information, passwords, and devices secure. Please contact Us immediately if you suspect any unauthorised use of your information.

### F. Access and correction

You may request access to personal information We hold about you and ask Us to correct any errors, in accordance with the Australian Privacy Principles. You can also update certain

information through your account on Our Website. If you wish to remove your personal information from Our systems, please contact Us directly.

#### **G. Complaints**

If you believe your privacy has been breached or you have concerns about how your personal information is handled, please contact Us at:

- i. Email: [info@donex.au](mailto:info@donex.au)
- ii. Phone: 0475399168 or 0431011533

We will investigate your complaint and respond promptly. If the issue is not resolved to your satisfaction, you may contact the Office of the Australian Information Commissioner.

#### **H. Third-party links**

The Website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external websites.

#### **I. Changes to this policy**

We may update this Privacy Policy from time to time to reflect changes in Our practices or legal obligations. The updated policy takes effect when it is posted on the Website. You are encouraged to review this Privacy Policy periodically.

#### **J. Acceptance**

By using Our Website or engaging our Services, you accept this Privacy Policy and Our Terms and Conditions.