

Privacy Policy

OVERVIEW

Tidy Up values your privacy and takes great care protecting the information that you provide us. Our commitment extends to complying with applicable laws and industry standards. Should you have any questions or concerns regarding our treatment of your privacy, please contact us at hello@tidyup.com.au. We welcome your feedback and will treat all requests with the importance they deserve.

PROTECTING YOU

Tidy Up (collectively, “Tidy Up”, “we”, “us” or “our”) are fully committed to protecting your privacy. We comply with all obligations under the Privacy Act 1988 (“Privacy Act”) and the Spam Act 2003 (“Spam Act”). Capitalised terms in this Policy have the meaning given to them in the Privacy Act or the Spam Act.

Please note that use of this Website is subject to this privacy policy (the “Policy”) and the Website’s Terms & Conditions use (“Terms and Conditions”).

COLLECTION OF PERSONAL INFORMATION

We only collect Personal Information that is volunteered during the customer sale process or in response to specific information requests explicitly presented to you (for example, you request a quote or other related business information). Collection is always done with your consent and Personal Information collected includes (but is not limited to) your:

Name

Delivery address

Email address

Mobile Phone Number

USE OF PERSONAL INFORMATION

The Personal Information we collect from you will be used in some or all of the following ways:

To deliver the products that you have purchased via the Tidy Up website

To communicate to you during the delivery process and for customer enquiries

To provide relevant product information

To aid in the development of new products and services

To optimise the Tidy Up website and your shopping experience

Prepared by:	T Berry	Document Status:	APPROVED	Document No:	POL-13
Approved by:	J Berry	Review Date:	12/12/2026	Revision No:	1.0
		Issue Date:	12/12/2024	Page No:	1 of 4

When you become a Customer of Tidy Up, we may also use your Personal Information to send you marketing or promotional information from time to time. You can opt out of receiving marketing information from us at any time by using the Unsubscribe Facility within the electronic marketing or by sending an unsubscribe request to hello@tidyup.com.au

DISCLOSURE OF INFORMATION

We value our customers and will not share your Personal Information with any organisations other than related companies and third parties directly related to the delivery of the products that you have purchase from us. We will never sell or rent your Personal Information to anyone else for their marketing purposes without your consent.

There may be some exceptional circumstances for disclosing your Personal Information, such as when required by law or if we believe (acting reasonably) that we are entitled to disclose Personal Information under any exemption contained in National Privacy Principle No 2 of the Privacy Act.

By submitting Personal Information to us you acknowledge that, provided we have used your information as set out in this policy, we cannot be held responsible for any use of your information by third parties who receive and process it.

ACCURACY AND UPDATING OF YOUR PERSONAL INFORMATION

It is your responsibility to ensure that the Personal Information you have provided to us is accurate, complete and current. You can update your Personal Information at any time by sending an email to hello@tidyup.com.au

ACCESS TO YOUR PERSONAL INFORMATION

You have the right to request access to your Personal Information that is stored by us. You also have the right to request that we permanently delete Personal Information of yours that we store. You may do this by sending us an email to hello@tidyup.com.au

SECURITY OF YOUR PERSONAL INFORMATION

We assure you that the Personal Information that we collect will be safely and securely stored by us.

We protect personal information by:

- Restricting access to personal information
- Maintaining technology products to prevent unauthorised access
- Securely destroying your personal information when it is not needed

When purchasing from Tidy Up, your financial details are passed through a secure server using 128-bit SSL (secure socket layer) encryption technology. It is estimated that 128-bit SSL encryption would take at least one trillion years to break and is the industry standard. If you have any questions regarding our security policy, please contact us at hello@tidyup.com.au

UNSUBSCRIBE FACILITY

Prepared by:	T Berry	Document Status:	APPROVED	Document No:	POL-13
Approved by:	J Berry	Review Date:	12/12/2026	Revision No:	1.0
		Issue Date:	12/12/2024	Page No:	2 of 4

All marketing and promotional emails sent by us contain an Unsubscribe Facility. You can opt out of receiving marketing information from us at any time by using the Unsubscribe Facility and you may also unsubscribe from emails by sending an unsubscribe request to hello@tidyup.com.au

COLLECTION OF COMPUTER DATA

When you visit the Tidy Up website, our servers and our Google analytics automatically record information that your browser sends whenever you visit a website.

This data may include information such as your computer's Internet Protocol address, browser type or the web pages you were visiting before you came to our website, pages of our site that you visit, the time spent on those pages, information that you search for on our site, access times and dates, and other statistics.

We don't treat the data collected as Personal Information or use it in association with Personal Information, though we may aggregate, analyse and evaluate such information to better tailor or improve the products or services that we provide.

TRANSFER IN CERTAIN CIRCUMSTANCES

If there is a sale, merger, consolidation, change in control, transfer of substantial assets, reorganisation or liquidation of Tidy Up, in our sole discretion, we may transfer, sell or assign information collected on and through this website (including, without limitation, Personal Information and other information), to one or more relevant third parties.

CHANGES TO POLICY

Please note that this Policy forms part of the Terms & Conditions for use of this website and forms part of the Agreement between you and us. We may change this Policy at any time at our absolute discretion by posting the revised policy on this website. It is your responsibility to review the terms of this Policy regularly. However, in any event, by continuing to use the website following any changes, you will be deemed to have agreed to such changes.

Data Collection and Usage for Business Purposes

Tidy Up uses various business tools to enhance our services and improve your experience. This section outlines how we collect and use data through these tools.

Types of Data Collected

We may collect two types of data:

1. Contact Information: This includes personally identifiable information such as names and email addresses, used for matching purposes only.
2. Event Data: Information about your actions on our website, app, or in our store, such as visits, installations, and purchases.

How We Use Your Data

Prepared by:	T Berry	Document Status:	APPROVED	Document No:	POL-13
Approved by:	J Berry	Review Date:	12/12/2026	Revision No:	1.0
		Issue Date:	12/12/2024	Page No:	3 of 4

We use the collected data for the following purposes:

- To match contact information with user IDs for improved service delivery
- To provide measurement and analytics services
- To target and optimize our advertising campaigns
- To deliver relevant commercial and transactional messages
- To improve ad delivery and personalize features and content
- To enhance safety, security, and integrity of our services

Consent and Notice

By using our website and services, you acknowledge that we may use cookies, web beacons, and other storage technologies to collect or receive information from our website and elsewhere on the internet. We provide clear notice regarding data collection, sharing, and usage.

Data Security and Retention

We implement appropriate safeguards to protect the confidentiality and security of the data collected. Event data may be retained for a maximum of two years, while custom audiences created using this data will be retained until deleted via account tools.

Updating your details

You have the right to request access to, update of, correction of, or deletion of your personal information collected through our business tools. To exercise these rights, please contact us at hello@tidyup.com.au.

Changes to This Section

We may update this section of our Privacy Policy as our use of business tools evolves or as required by law. We encourage you to review this policy periodically.

CONTACT INFORMATION

Any feedback or questions regarding this policy should be emailed to hello@tidyup.com.au

Last updated: 1 January 2024

Prepared by:	T Berry	Document Status:	APPROVED	Document No:	POL-13
Approved by:	J Berry	Review Date:	12/12/2026	Revision No:	1.0
		Issue Date:	12/12/2024	Page No:	4 of 4