

Privacy Policy

TheTubes Pty Ltd

Effective Date: 1/8/2022

TheTubes Pty Ltd ("we," "our," or "us") respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy outlines how we collect, use, disclose, and manage your personal information in compliance with the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. Scope of this Privacy Policy

This Privacy Policy applies to all personal information we collect in the course of providing managed services, including through our website, customer interactions, and service delivery.

2. What Personal Information We Collect

We may collect the following types of personal information:

- **Contact Information:** Name, email address, phone number, and mailing address.
- **Account Details:** Usernames, passwords, and other information required for service access.
- **Financial Information:** Billing details and payment information.
- **Technical Information:** IP addresses, device information, and activity logs.
- **Other Information:** Any additional personal information you provide when engaging with us.

3. How We Collect Personal Information

We collect personal information in several ways, including:

- Directly from you when you interact with us (e.g., completing forms, emails, or phone calls).
- Automatically through your use of our website or managed services.
- From third parties, where you have provided consent or where it is necessary to provide services.

4. Why We Collect Personal Information

We collect and use personal information for purposes such as:

- Providing and managing our services.
- Communicating with you about services, updates, or support.
- Billing and processing payments.
- Enhancing the functionality and security of our services.
- Complying with legal and regulatory obligations.

5. Disclosure of Personal Information

We may disclose personal information:

- To third-party service providers who assist in delivering our services.
- To comply with legal obligations or respond to lawful requests.
- With your consent or as otherwise permitted by law.

We do not sell or trade your personal information to third parties.

6. Data Security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Measures include secure data storage, encryption, and restricted access.

7. Accessing and Correcting Your Personal Information

You have the right to access and correct the personal information we hold about you. To make a request, please contact us using the details below.

8. International Data Transfers

If your personal information is transferred outside of Australia, we will ensure it is protected in accordance with the Australian Privacy Principles.

9. Cookies and Tracking Technologies

We may use cookies and similar technologies to improve our website and services. You can adjust your browser settings to manage or block cookies.

10. Children's Privacy

Our Service does not address anyone under the age of 18 ("Children"). We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Children has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

11. Complaints

If you believe we have breached your privacy rights, you may contact us using the details below. We will respond to your complaint in accordance with our obligations under the Privacy Act.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. Updates will be published on our website, and the "Effective Date" will be revised accordingly.

13. Contact Us

For any questions, concerns, or requests related to this Privacy Policy, please contact us:

TheTubes Pty Ltd

Address: 2/361 Nepean Highway Parkdale, Victoria, 3195

Email: support@thetubes.com.au

Phone: 1300 299 199

This Privacy Policy is designed to comply with Australian privacy laws and reflects our commitment to protecting your personal information.