



**Effective Date: 1 October 2025**

## **1. Introduction**

On The Box PTY LTD trading as Up For Bids (ABN:66 671 613 193 ) (“we”, “our”, “us”) is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you interact with us. Further information on the APPs can be found on the Office of the Australian Information Commissioner’s website: [www.oaic.gov.au](http://www.oaic.gov.au).

## **2. What Personal Information We Collect**

“Personal Information” is any information or opinion that can reasonably identify you. This may include:

- Name, address, email address, phone number, and other contact details;
- Account details and transaction history;
- Information you provide when communicating with us;
- Information collected through our website, including cookies and usage data.

We collect this information to:

- Provide and improve our services;
- Manage customer relationships;
- Conduct marketing and promotional activities (you may opt out at any time);
- Comply with our legal obligations.

## **3. How We Collect Personal Information**

We collect personal information through:

- Direct interactions (e.g. when you call, email, or use our website [www.upforbids.com.au](http://www.upforbids.com.au));
- Online technologies such as **cookies** and analytics tools, which may track website usage, preferences, and advertising effectiveness;
- Third parties and publicly available sources, where lawful.

We are not responsible for the privacy practices of third-party websites linked from our site.

## 4. Sensitive Information

“Sensitive Information” includes information about racial or ethnic origin, political opinions, religious beliefs, union membership, criminal record, or health information. We will only collect sensitive information if:

- You provide consent;
- It is directly relevant to our services; or
- We are required or authorised by law.

## 5. Collection from Third Parties

Where it is reasonable and practicable, we will collect your personal information directly from you. If we receive information from a third party, we will take reasonable steps to ensure you are made aware of it.

## 6. Disclosure of Personal Information

We may disclose your personal information:

- To third parties with your consent;
- To service providers and business partners who assist us in delivering our services
- Where required or authorised by law.

**Overseas Disclosure:** Some of our third-party service providers (such as cloud hosting, data storage, or email providers) may store or process information overseas, including in the United States and other jurisdictions. We take reasonable steps to ensure these providers comply with Australian privacy obligations.

## 7. Direct Marketing

We may use your personal information to send you updates, offers, or other information related to our services.

- You can **opt out** at any time by using the unsubscribe link in our emails or contacting us directly.
- Opting out is free of charge.

## 8. Data Security and Retention

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Personal information will be retained only as long as necessary for the purpose for which it was collected, unless we are required by law to retain it (e.g. some records must be kept for at least seven years). When no longer needed, we will securely destroy or de-identify your information.

## 9. Access and Correction

You may request access to the personal information we hold about you, or request corrections if it is inaccurate, incomplete, or outdated. Requests should be made in writing.

We may require proof of identity before releasing information. Access is generally free, although a reasonable administrative fee may apply for large or complex requests.

## 10. Complaints and Privacy Queries

If you have a question, concern, or complaint about our handling of your personal information, please contact us:

**Up For Bids Pty Ltd**

30 Springvale Avenue, Frenchs Forest, NSW

Email: [info@upforbids.com.au](mailto:info@upforbids.com.au)

Phone: 1300 092 991

We aim to respond to complaints within **30 days**. If you are not satisfied with our response, you may escalate the matter to the:

Office of the Australian Information Commissioner (OAIC)

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

## **11. Changes to This Policy**

We may update this Privacy Policy from time to time. The latest version will always be available on our website.