



PRIVACY

Foil Republic Privacy Policy

Your privacy

JNA Trading Pty Ltd (ABN 90 162 787 117) (Foil Republic) is committed to protecting your personal information. This Privacy Policy sets out the details relating to your data relationship with Foil Republic, and applies to services and interactions with Foil Republic. A copy of this policy is available on the Foil Republic website at foilrepublic.com.au or you can request a copy by contacting our Customer Service team.

Financial Services, including our credit cards, has a separate Privacy Policy which you can find here. Foil Republic Team Members and job applicants can contact our HR team for details about the privacy of their personal information, and review the applicable Privacy Notice on our careers page when you apply for a job. This policy does not apply to the personal information of our Team Members in their capacity as a Team Member, or if you are an investor.

This Privacy Policy applies to products and services offered by us, and by using our services you agree and consent to the collection, use and disclosure of your information in connection with providing you our services.

1. What we collect and how we collect it

The personal information we collect about you depends on the dealings you have with us. Personal Information includes information about an individual who is reasonably identifiable. You generally have the option of interacting with us anonymously or using a pseudonym, however in

some instances this may prevent us from being able to provide you with products and services, for an example where you place an order for products online.

The types of personal information we collect and use information depending on your interaction and transactions with us, including

General: What we collect

- Contact name and details
- Payment and transaction information including type, bank and credit card details etc
- Delivery address or collection details
- Your location details through your smart phone or device
- Certain departments may request sensitive information such as skin type in cosmetics or size details in intimate apparel, in order to provide you with products or services
- technical information ie browser, websites visited, IP address, user and system preferences, device type etc
- transaction, product, services and activity details of purchases, preferences and interactions
- Details regarding participation in the FOIL REPUBLIC Mobile Application operated from time to time
- Details of your communications and interactions with us

General: How we collect

- when you attend a Foil Republic store or when you use or visit the Foil Republic website and related websites (ie Foil Republic website, Foil Republic mobile APP), social media platforms
- Foil Republic 's online stores, social media platforms
- make a purchase or place an order
- Setup a Foil Republic Online account
- attend a Foil Republic function or event
- enter a competition or complete a survey
- send us an enquiry or provide us with feedback
- participate in a promotion, competition, or survey
- when you join a mailing list
- post a review, rating or comment on our website or social media page, or other user generated content on one of our websites or Apps

Use of Cookies

Information is automatically collected through your use of the Foil Republic, The Foil Republic Website and FOIL REPUBLIC App, Affiliates' websites and Apps, electronic communications, through cookies. Cookies are small text files that websites or Apps may place on your computer or device. Generally, cookies are used to recognise repeat users of websites and remember user preferences. We may collect this information both anonymously and in relation to user accounts. Cookies are also used to allow the website to gain statistical information about your usage behaviour and aggregate data to allow Foil Republic to customise a user's experience on their websites. The information is used and disclosed by Foil Republic for purposes including statistical analysis and to assist Foil Republic to improve the functionality and usability of the website and our Apps.

Similarly, when you use Apps from Foil Republic, we may periodically collect and use technical data and related information (including technical information about your mobile device and system preferences), to facilitate the provision of software updates, software support and other services related to the Apps. Foil Republic may also make use of third parties who use cookies to serve ads to you based on your past visits and use of our website. This allow us to notify you of products or offers which we think you might be of interest to you. You can switch off cookies by adjusting the settings on your web browser.

2. Why we collect personal information

We collect your personal information to provide, administer, improve and personalise our products and services, and to support our business functions, including:

- to provide you with products and services including

- to improve our service operations to enhance your customer experience
- to manage and work with our service providers to fulfil your request for products and services such as processing transactions and payments, delivering products and services, providing refunds and discounts to register and service your account, including your online account and FOIL REPUBLIC App account and keeping your information up-to-date, and verifying your identity.
- promoting and communicating Foil Republic products and services through direct marketing, events and competitions, public relations and social media. Foil Republic may also make use of third parties who use cookies to serve ads to you based on your past visits and use of our website. This allows us to notify you of products or offers which we think might be of interest to you
- to communicate with you and perform research and statistical analysis, such as customer satisfaction and product and service improvement purposes, tailor products and promotional offers to you, usage behaviour and user experience for online and digital platforms to improve functionality and usability. This may include matching information we collect against other information held by third parties, partners and sellers that you have consented to share your information with (We may also use and disclose de-identified data for these purposes)
- to respond to your query, feedback or concerns
- responding to and interacting with regulatory bodies and relevant government agencies
- general planning and administration, and as other required or permitted by law

3. Direct marketing, tech advertising and opting out

By providing your address, email address and contact number to Foil Republic or its related parties and partners, you consent to Foil Republic contacting you for the purposes set out above. We may send this information in a variety of ways, including by mail, email, social media, SMS, MMS, telephone and via Foil Republic Apps. You may prefer to provide to us your personal email address or mobile number rather than, for example, an email address accessible by your work colleagues.

If we send you direct marketing or send you electronic marketing messages based on your consent or as otherwise permitted by applicable law, you may, at any time, withdraw your consent or opt-out by

- contacting our Customer Service team by phone on 03 90207075
- using the unsubscribe facility that we include in our electronic messages (eg email, SMS or MMS) to opt out of receiving those messages
- Adjust the permissions and notifications on your smartphone or device to stop notifications and to opt-out from allowing Foil Republic's mobile applications to access your device's camera, microphone or location information

4. Protection of personal information

Personal information we hold can be in electronic or hard copy form, both onsite at a Foil Republic premises or with our trusted service provider. Any trusted service provider must observe and meet our information security requirements to minimise the risk of unauthorised access to, and loss, misuse or unapproved alteration of, personal information.

In addition we have a number of security controls in place and use a range of resources, process and technology controls to protect your personal information. For an example all Team Members are required and bound by internal information security policies including limiting and controlling access to systems that hold personal information.

While we endeavour to protect the personal information of users of our website, we cannot guarantee the security of information you disclose online. You disclose that information at your own risk. You should be aware that no method of transmission over the Internet or method of electronic storage is 100% secure. You can also help protect your personal information by keeping your account details confidential, access is limited and encourage you to use a unique and strong password, limit access to your computer and log out after use. If you become aware of unauthorised access, please let us know as soon as practicable.

5. Complaints or Questions

If you would like further information about how we manage your personal information, or if you have any queries relating to our Privacy Policy, or wish to lodge a complaint in relation to an alleged breach of the Privacy Act, please contact our Privacy Officer by:

Email: info@republic.com.au

We may ask you to submit your complaint in writing. We may discuss and share your complaint with our staff and our service providers and others as required and appropriate.

All complaints received will be dealt with fairly and in a timely manner considering all the circumstances of the complaint. In most cases, we expect that complaints will be investigated and a response generally provided within 30 days of receipt of the complaint. If the matter is more complex and our investigation may take longer, we will contact you and advise you of this.

6. Updates to this Policy

Foil Republic may amend this Privacy Policy from time to time without notice. You should check this page regularly to take notice of any changes. The current version will be posted on our website and a copy may be obtained by contacting our Customer Service team.

7. General

This Privacy Policy and your use of Foil Republic's services including the website is governed in all respects by the laws of Victoria, Australia and you agree to submit to the exclusive jurisdiction of the courts of Australia. Certain privacy laws in other countries provides you with certain rights in relation to your personal information that may not be covered under the Australian Privacy Principles. These include the right to erasure, rights to data portability and right to object. If you would like to exercise these rights and you reside in those countries you can do so by contacting our Privacy Officer by email at info@foilrepublic.com.au, who will assess your request.

For information about privacy generally, you may visit the Office of the Australian Information Commissioner's website at www.oaic.gov.au.

