



Privacy Policy – No Limit Boxing

No Limit Management Pty Ltd ACN 166 494 024 (**No Limit**) respects your right to privacy and is committed to safeguarding the privacy of users of the No Limit website (<https://nolimitboxing.com.au>).

This Privacy Policy describes how No Limit collects, holds, uses and discloses personal information in accordance with the *Privacy Act 1988* (Cth) (the **Act**) and the Australian Privacy Principles contained in the Act.

1. The kinds of personal information we collect and how we collect it

1.1 We collect and hold personal information you provide to No Limit when you purchase our products and use our services. This can include:

- (a) your name;
- (b) your residential, mailing and email addresses;
- (c) details of products and services you have purchased from us or which you have enquired about;
- (d) additional information necessary to deliver products and services and to respond to your queries;
- (e) any additional information about you that you provide directly through our website or indirectly through the use of our website, social media or through our representatives; and
- (f) information you provide us through customer service, customer surveys or visits by our representatives from time to time.

1.2 We also use tracking technologies such as cookies to recognise your browser each time it visits our site and to track which pages you access on our site. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalize No Limit pages, or register with No Limit site or services, a cookie helps No Limit to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same No Limit website, the information you previously provided can be retrieved, so you can easily use the No Limit features that you customized.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the No Limit services or websites you visit. This information is used to help optimise our site and fine tune our products and services to better meet your needs. If you do not wish to receive any cookies, you may set your browser to reject them.

1.3 We may collect this information–

- (a) through use and access of our website;
- (b) during telephone conversations and correspondence between you and our representatives;



- (c) when you–
 - (i) ask for a quote to be prepared;
 - (ii) make a purchase;
 - (iii) register your details on our website;
 - (iv) subscribe to our mailing list;
 - (v) participate in surveys and other types of research;
 - (vi) express interest in a particular service;
 - (vii) enter a promotion or contest hosted by us; and
 - (viii) provide information on our social media pages such as Facebook, Twitter, LinkedIn, Pinterest and Instagram;
- (d) when someone else provides it on your behalf; and
- (e) from third parties such as credit reporting agencies, contracted service providers, law enforcement and government agencies.

2. **The purposes for which we collect, hold, use and disclose personal information**

2.1 No Limit uses, collects and holds your information to get a better understanding of your needs and to provide you with better service. No Limit also uses, collects, holds and discloses your personal information:

- (a) to complete a transaction when delivering our products or services;
- (b) to deal with your queries or customer services issues, we may also keep information recorded in your communications with customer service representatives;
- (c) responding on social media;
- (d) to help keep you up to date with products, services, or promotions we think would be of particular interest to you (you are able to opt out of these at any time);
- (e) to help enhance your customer experience and help us complete your transaction faster; and
- (f) for marketing, research or planning purposes.

No Limit from time to time will use, collect, hold and disclose your personal information as deidentified data for the purpose of generating statistics, improving our service, in marketing, and for disclosing to third party associates to improve our offering and services.

3. **Quality of the personal information we collect**

3.1 We take all reasonable steps to ensure that the personal information we collect, use or disclose is up to date, complete and accurate.

4. **How we hold personal information and security**

4.1 We are committed to maintaining the confidentiality of the information that you provide us and we will take all reasonable precautions to protect your personal information from unauthorised access, use and alteration.

4.2 Personal information may be stored both electronically (on our computer system) and in hard-copy form. Firewalls, anti-virus software and email filters, as well as passwords protect all



electronic information. Additionally, we take all necessary measures to ensure the security of hard-copy information.

4.3 If we hold personal information which we no longer need for any purpose and provided—

- (a) the information is not contained in a Commonwealth record; and
- (b) we are not required by or under an Australian law, or a court/tribunal order to retain the information,

we will take all such steps as are reasonable in the circumstances to destroy the information or to ensure that the information is de-identified.

4.4 Where No Limit discloses personal information to third parties, your personal information will be used and disclosed in accordance with the third parties' privacy policies.

4.5 No Limit may disclose personal information to a recipient located outside Australia. This may include contracted service providers operating overseas. Where personal information is disclosed or stored overseas, No Limit will require recipients to protect the information in a manner that is consistent with the security measures set out above.

5. **Access to your personal information**

5.1 You can request access to your personal information that No Limit holds about you. Before giving you access to your records, No Limit may require you to provide proof of your identity (including verification of your full name and other aspects of your personal information).

5.2 Upon your request, we will provide you with access to your personal information we hold if it is reasonably practicable to do so, within a reasonable period after your request is made.

5.3 Notwithstanding, we retain the right to deny you access to your personal information to the extent that:

- (a) we reasonably believe that giving access would pose a serious threat to the health, safety or life of any individual or the public;
- (b) giving access would have an unreasonable impact on the privacy of other individuals or entities;
- (c) the request for access is vexatious or frivolous;
- (d) the information relates to existing or anticipated legal proceedings between No Limit and you, and would not be accessible by the process of discovery in those proceedings;
- (e) giving access would reveal our intentions in relation to negotiations with you in such a way as to prejudice those negotiations;
- (f) giving access would be unlawful;
- (g) denying access is required or authorised by or under an Australian law or a court or tribunal order;
- (h) both of the following apply:
 - (i) we have reason to suspect unlawful activity, or misconduct of a serious nature, that relates to our functions or activities has been, is being or may be engaged in; and
 - (ii) giving access would be likely to prejudice the taking of appropriate action in relation to the matter;



- (i) giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, enforcement body; or
- (j) giving access would reveal evaluative information generated within our organisation in connection with a commercially sensitive decision-making process.

5.4 If No Limit refuses to give you access to your personal information, it will notify you in writing and will provide reasons.

6. **Corrections of your personal information**

6.1 You can request that No Limit corrects personal information it holds. We will make corrections to your personal information we collect about you, if:

- (a) we are satisfied that, having regard to a purpose for which the information is held, the information is inaccurate, out of date, incomplete, irrelevant or misleading; or
- (b) you request us to correct the information.

6.2 Within a reasonable period of time following the circumstances set out in paragraphs 6.1(a) and 6.1(b) above, we will take such steps (if any) as are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose which it is held, the information is accurate, up to date, complete, relevant and not misleading.

6.3 If No Limit refuses to correct your personal information, we will notify you in writing and provide you with reasons.

7. **Links**

7.1 This website may contain links to other websites. No Limit is not responsible for the privacy practices of third-party websites. We encourage users of the No Limit website to read the privacy statements of each third-party website that you may visit as a result of a link.

8. **Changes to our Privacy Policy**

8.1 From time to time, we may revise our Privacy Policy. Any changes will be in accordance with the Act. No Limit encourages you to periodically review this Statement to be informed of how No Limit is protecting your information.

9. **Contact Information and how to make a complaint**

9.1 No Limit Boxing welcomes your comments regarding this Statement of Privacy. If you believe that No Limit Boxing has not adhered to this Statement, please contact No Limit Boxing at privacy AT nolimitmagement.com.au. We will use commercially reasonable efforts to promptly determine and remedy the problem. You can also apply to us to amend your personal information.

9.2 No Limit will endeavour to respond within 30 days of receiving any complaint.

9.3 If a complaint remains unresolved, you have the option of notifying the Office of the Australian Information Commissioner (OAIC). Contact details can be found at OAIC's website: www.oaic.gov.au