



1. Introduction

This Privacy Policy applies to Park, a company committed to protecting your privacy. It explains how we collect, use, disclose, and protect personal information in accordance with applicable privacy laws. By using our services, you agree to the terms outlined in this policy.

2. What Is Personal Information?

Personal information refers to any information or opinion about an individual who is either identified or can reasonably be identified. This Privacy Policy applies to personal information as defined by applicable privacy laws and does not cover information that does not meet these criteria.

3. What Kind of Personal Information Do We Collect?

The types of personal information that we may collect and hold include:

- Identification Information: Name, date of birth, gender, and contact details (such as address, email, and phone number).
- Financial Information: Payment details, credit history, or banking information.
- Interaction Information: Records of your communication and interactions with us (such as inquiries, complaints, and transactions).
- Website and App Usage Information: IP address, geolocation data, and online activity when you use our website or mobile applications.
- Sensitive Information: Only when necessary, such as health information or background checks, and with your explicit consent.

4. How Do We Collect Your Personal Information?

Park primarily collects personal information directly from you when you:

- Register or create an account with us.
- Purchase our products or services.
- Communicate with us through phone, email, or our website.
- Use our mobile applications or online services.
- Participate in surveys, competitions, or promotions.

We may also collect personal information from third-party sources, such as:

- Publicly available databases.
- Your representatives (such as a legal advisor or family member).
- Recruitment agencies and employment referees.
- Service providers and business partners.

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5. How Do We Use Your Personal Information?

Park may use your personal information for various purposes, including:

- Providing Products and Services: To manage and fulfill your orders, deliver products and services, process payments, and provide customer support.
- Communication: To communicate with you about your account, transactions, or feedback and to send you marketing and promotional materials (unless you opt out).
- Business Operations: For internal operations, such as record-keeping, data analysis, audits, and improving our products and services.
- Review of Customer Financial Information: We may use your financial information internally for reviews related to credit risk assessment, payment verification, and to improve our business operations. This information is strictly for internal purposes and is not shared externally.
- Legal and Regulatory Compliance: To comply with applicable laws, regulations, court orders, and governmental requests.
- Safety and Security: To protect against and prevent fraud, unauthorized transactions, claims, and other liabilities.

6. When Do We Disclose Your Personal Information?

Park may disclose your personal information to third parties for the purposes outlined in this policy. These third parties include:

- Service Providers: Payment processors, IT service providers, marketing agencies, and data storage providers.
- Legal and Regulatory Authorities: Where required to comply with laws, regulations, or court orders.
- Business Partners: For co-branded promotions or joint marketing initiatives.
- Professional Advisors: Lawyers, accountants, and consultants for business administration, legal, or financial purposes.
- Other Parties with Your Consent: Any other party where you have given your consent.

7. Handling And Disclosure Of Customer Financial Information

Park understands the sensitivity of your financial information. We handle all financial data with the utmost care and ensure its confidentiality. Financial information provided by customers, including payment details and credit histories, is used strictly for the following purposes:

- Internal Review: Financial information is reviewed internally for credit risk assessment, payment verification, and auditing purposes.
- No External Disclosure: We do not disclose or share your financial information with third parties for marketing, promotional, or unrelated business purposes. Your financial data is never sold, rented, or otherwise provided to external entities unless required by law.

8. How Do We Protect Your Personal Information?

Park takes reasonable steps to protect your personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. We implement various security measures, including:

- Physical Security: Secure access to our premises and restricted access to paper-based files.
- Digital Security: Use of encryption, firewalls, anti-virus software, and secure access controls for our digital systems.

- Training and Awareness: Regular staff training on data protection and privacy compliance.

Despite these precautions, no method of transmission over the internet or electronic storage is fully secure, and we cannot guarantee absolute security.

9. How Long Do We Retain Your Personal Information?

We retain personal information only as long as it is necessary to fulfill the purposes for which it was collected or as required by law. When personal information is no longer required, we will securely destroy or de-identify it.

10. How Can You Access Or Correct Your Personal Information?

You have the right to access your personal information held by Park. To request access or to correct any inaccurate information, please contact us in writing using the contact details provided below. We will respond to your request within a reasonable timeframe.

11. How Can You Make A Complaint?

If you believe that your privacy has been breached, please contact us using the details below. We take all privacy complaints seriously and will investigate and respond to your concerns promptly. If you are not satisfied with our response, you have the right to contact the relevant data protection authority.

12. Updates To This Privacy Policy

Park reserves the right to modify this Privacy Policy at any time. Changes will be posted on our website with an updated effective date. We encourage you to review this policy periodically for any updates.

13. Contact Us

If you have any questions or concerns about this Privacy Policy, or if you wish to access or correct your personal information, please contact us:

- By post: Chief Financial Officer, Park [Lot 1 Creole Road, Albion Park Rail NSW 2527]
- Online: Visit our website [www.parkfuels.com.au] and use the secure inquiry form.