

DisplaySweet Privacy Policy

This privacy policy (**Privacy Policy**) describes how Display Sweet Pty Ltd (ACN 613 256 054) and its related entities, including DisplaySweet Inc. and DisplaySweet India Private Limited (**DisplaySweet, we, our or us**), collect, hold, use and disclose your personal information (**Personal Information**) when you visit or use our website at displaysweet.com (**Site**), our software applications that may be downloaded to electronic devices, such as tablets (**Platform**), which we make available online via websites specified by us from time to time, and content, products and services, including project services, offered by DisplaySweet, or when you otherwise contact or interact with us (collectively, the **Services**).

This Privacy Policy also explains how DisplaySweet may use and share your Personal Information and the choices available to you.

The terms **you** and **your** refer to you, the user. If you use the Services on behalf of a business, association or other entity, **you** and **your** also refer to that business, association or entity unless the context requires otherwise. You represent that you are authorized to act on behalf of that business, association or entity.

By using or continuing to use the Site, Platform or Services, you acknowledge that:

- you have read and understood this Privacy Policy and agree to the collection, storage, use and disclosure of your Personal Information as described in this Privacy Policy;
- you are at least the age of majority in your state, province or jurisdiction of residence and competent to agree to these terms, or, if you are under the age of majority, your parent or legal guardian has reviewed and accepted this Privacy Policy on your behalf. Parents and legal guardians are responsible for the activities of their minor dependents while using the Services; and
- if you choose to access or use the Services, your access and use, and any dispute concerning privacy, are subject to this Privacy Policy and our Website Terms of Use, including any limitations on damages and dispute-resolution provisions.

1. What Information Do We Collect?

When we refer to Personal Information in this Privacy Policy, we mean information or an opinion about an identified individual or an individual who is reasonably identifiable.

A. Personal Information

We may collect and hold Personal Information such as:

- your name;
- username;

- location information;
- email address;
- telephone number;
- mailing address;
- company name;
- job title;
- the type of property you are searching for;
- your reasons for purchasing;
- your anticipated timeframe for purchasing a property;
- information you provide when interacting with us through our Site, Platform, webforms, email, telephone or in person;
- Customer, prospect, purchaser, agent and client contact details provided by our clients or users;
- project and property information entered into or provided through the Platform; and
- information contained in emails, shared hubs, attachments and other content sent, uploaded or shared through the Services.

B. Interaction and Engagement Information

We collect information about your interaction with our Platform and Services, your usage preferences, your communications and your engagement with content made available through the Services.

This information may include:

- interactions with emails, shared hubs, links and attachments;
- access, viewing, download and engagement activity;
- location information, including information from your mobile device where applicable;
- computer and connection information, including statistics on page views, traffic to and from sites, referral URLs, advertising data, IP addresses, browsing history and web logs;
- information collected through cookies, web beacons, unique identifiers and similar technologies concerning webpages viewed, links clicked and other actions taken when using our Platform or interacting with our marketing or email content; and
- where recording functionality is used, audio recordings and any related transcripts, summaries or other content generated from those recordings.

Further information about cookies and similar technologies is provided in section 7.

C. Information from Third Parties

We may supplement the Personal Information we collect directly from you with information collected from third parties. For example:

- our clients may provide us with Personal Information about their Customers, prospects, purchasers, agents, employees and representatives;

- we may collect information from and share information with our partners, support providers, payment providers, website-hosting providers, analytics providers and cloud-service providers; and
- we may receive Personal Information from social networks when they are integrated with our authentication processes.

D. De-identified Information

We may also collect, create and hold information that does not identify an individual, including anonymous, aggregated and de-identified information.

2. Why Do We Need Your Personal Information?

We only collect or hold Personal Information for legitimate purposes where it is reasonably necessary for our business functions or activities.

In particular, we may collect, hold, use and disclose Personal Information to:

- provide and administer the Services;
- communicate with you about the Services;
- maintain our business relationship with you;
- answer questions and respond to enquiries;
- create and update our databases and business records;
- provide sales, implementation, customer-success and support services;
- operate, maintain, secure, monitor and improve the Site, Platform and Services;
- process and manage emails, shared hubs, attachments and other content sent or shared through the Services;
- provide recording, transcription, summarization and related functionality where those features are used;
- store, track, analyze and process user preferences, engagement, Platform activity, project data and market trends;
- understand market trends, measure product and project performance, conduct research and benchmarking, and improve our products and services;
- develop new features, functionality, products and services;
- market and advertise our products and services to you, including by sending newsletters, alerts, special offers and promotions;
- comply with the law, including any contractual obligations we may have with you; and
- exercise or protect our legal rights, including rights arising under law or under a contract between us and you or between us and a third party,

together, the **Primary Purposes**.

Where permitted by applicable law, DisplaySweet may analyze identified Personal Information, engagement data and project data internally to understand market trends, measure performance and improve its products and services.

DisplaySweet may use and disclose aggregated or de-identified insights for analytics, research, benchmarking, industry and market reports, and the development or provision of products and services, provided that no client, project or individual is reasonably identifiable from those insights.

DisplaySweet does not sell Personal Information. We do not use Customer contact details provided to us through a client project to market directly to those Customers or disclose those contact details to third parties for their own marketing or sales purposes.

Where consent is required by applicable law for a particular collection, use or disclosure, we will seek that consent.

If you do not provide us with the Personal Information we require, we may not be able to carry out some or all of the Primary Purposes.

You may opt out of receiving direct marketing communications by contacting us using the details in section 17 or using the unsubscribe facility included in each direct marketing communication. Once we receive a request to opt out, we will stop sending that information within a reasonable period.

3. How Do We Collect Personal Information?

We may collect Personal Information in one or more of the following ways.

A. You Give It to Us

We collect Personal Information you give us directly when you:

- use our Services;
- set up an account or profile with us;
- interact or share Personal Information with us through our Site, Platform or social media;
- complete a survey or test sent by or on behalf of us;
- register your interest in hearing more about DisplaySweet;
- communicate with us; or
- upload, enter, send, share or otherwise provide information through the Services.

B. We Collect It from Other Sources

We may also collect Personal Information from:

- our clients and users;
- publicly available sources;
- your employer, where you are the contact for your employer's account;
- service providers;
- people or organizations that refer you to us; and
- organizations with which we have an agreement to collect or share information.

We endeavor to collect only the Personal Information reasonably necessary for our business activities.

Consent may be provided in writing, orally or implied through a person's conduct, as permitted by applicable law.

If you provide us with Personal Information about another person, you must be authorized to do so and must inform that person, where required, about how their Personal Information may be collected, used, disclosed and retained under this Privacy Policy.

4. How We May Share or Disclose Your Personal Information

A. Service and Business Disclosures

We may disclose Personal Information to:

- our related entities and business or commercial partners;
- our professional advisers, dealers and agents;
- third parties and contractors that provide services to us, including support providers, IT service providers, distributors, marketing and advertising organizations and payment-processing providers;
- payment-system operators and debt-recovery providers;
- third parties that collect and process data on our behalf, as identified in our [Sub-processor List](#); and
- any third party authorized by you or necessary to fulfill the purpose for which you provided the information.

B. Legal and Protective Disclosures

We may disclose Personal Information where required, authorized or permitted by law, including:

- to comply with a court order, law, legal process, government request or regulatory request;
- to enforce or apply this Privacy Policy, our Terms of Use and other agreements, including for billing and collection purposes; and
- where we believe disclosure will assist us in protecting the rights, property or safety of DisplaySweet, our users, clients, partners, agents or others, including for fraud protection and spam or malware prevention.

C. Business Transfers

We may disclose or transfer Personal Information in connection with a merger, acquisition, sale, restructure or other transfer of all or part of our business or assets.

D. Data and Insights

We may disclose aggregated or de-identified insights for analytics, research, benchmarking, industry and market reports, and the development or provision of products and services, provided that no client, project or individual is reasonably identifiable.

We do not sell Personal Information or disclose Customer contact details obtained through a client project to third parties for their own marketing or sales purposes.

5. Your Choices and Rights

You have certain choices and rights concerning your privacy. For example, you may be able to opt out of receiving marketing messages, make choices regarding cookies and exercise other privacy rights under applicable law.

A. How to Control Your Information

Cookies and Other Tracking Technologies

You may be able to configure your browser to reject cookies and certain other technologies. Each browser is different, but many common browsers have preferences that can be adjusted to accept or reject cookies and other technologies before they are installed or to remove them after installation.

We recommend referring to your browser's Help menu to learn how to modify your settings.

If you disable or refuse cookies, some parts of the Services may become inaccessible or may not function properly.

Communications from DisplaySweet

If you do not want DisplaySweet to use your contact information to promote our products or services, you may opt out by:

- informing us of your preference when registering for an account or completing a form through which we collect your information;
- modifying your preferences in your account profile, where available;
- following the opt-out instructions at the bottom of promotional emails; or
- contacting us using the details in section 17.

We may continue to send non-promotional communications, including transactional communications, account notices, communications concerning the Services and notices concerning changes to this Privacy Policy or our terms.

Do Not Track

“Do Not Track” (**DNT**) is a privacy preference available in certain web browsers. When enabled, it sends a signal indicating that you do not wish to be tracked.

We currently do not respond to or honor DNT signals or similar mechanisms transmitted by web browsers.

The online advertising industry also provides websites through which you may opt out of receiving targeted advertisements from participating data and advertising partners. You can learn more about targeted advertising, consumer choice and privacy through:

- the [Network Advertising Initiative](#);
- the [Digital Advertising Alliance](#);
- the [European Interactive Digital Advertising Alliance](#); and
- the [Digital Advertising Alliance of Canada](#).

B. Accessing and Correcting Your Information

Subject to applicable law, you may have the right to:

- confirm whether we are processing your Personal Information;
- request access to or a copy of your Personal Information;
- receive an electronic copy of Personal Information you have provided to us or ask us to send that information to another organization;
- request correction of inaccurate, incomplete or improperly obtained Personal Information;
- request deletion or erasure of Personal Information;
- restrict or opt out of processing for targeted advertising, the sale or sharing of Personal Information, or profiling that produces legal or similarly significant effects; and
- withdraw consent where consent is required for the use or disclosure of Personal Information.

There is no application fee for requesting access to your Personal Information. However, we may charge an administrative fee where permitted by law, including for repeated requests or where information is held by a third-party provider.

In some circumstances, we may not be able to provide access to, correct or delete Personal Information. Where required, we will explain why we cannot comply with your request.

You may exercise these rights by contacting us using the details in section 17. We will process requests in accordance with applicable law.

You may also withdraw your consent or manage your preferences through your account or by using the unsubscribe link included in marketing materials.

C. Remaining Anonymous or Using a Pseudonym

Where practicable and lawful, we will allow you to remain anonymous or use a pseudonym.

If you do not provide certain Personal Information, we may be unable to provide relevant products, services or information, begin or continue a relationship with you, or provide access to the Platform or the full range of our Services.

D. DisplaySweet Acting as a Controller and Processor

Where DisplaySweet processes Personal Information on behalf of a client and in accordance with that client's instructions, DisplaySweet acts as a processor or service provider. Requests concerning Personal Information controlled by that client should generally be directed to the client.

DisplaySweet acts as a controller where it determines the purposes and means of processing, including for account administration, security, legal compliance, internal analytics, market analysis, performance measurement and product or service improvement.

Requests concerning Personal Information controlled by DisplaySweet may be made using the contact details in section 17.

6. Personal Information of Minors

We are committed to protecting the privacy of children.

DisplaySweet's Services are directed to a general audience over the age of sixteen and are not intentionally directed to children. We do not knowingly collect or solicit Personal Information from anyone under sixteen years of age or knowingly allow those persons to use our Services, including by registering an account on our Platform.

If we become aware that we have collected Personal Information from a person under sixteen without any consent required by applicable law, we will take reasonable steps to delete that information.

If you are a parent or legal guardian and believe your child has provided information without your consent, please contact us.

7. Do We Use Cookies and Other Tracking Technologies?

We use cookies, web beacons, measurement software and similar tools on the Platform and Site.

A cookie assists us in storing information about how you use our Services and identifying information that may be of interest to you. This information is generally not linked to your identity.

For more information about our use of cookies and similar technologies and how you can manage your preferences, please read our [Cookie Policy](#).

We may use information collected through cookies and web beacons to understand what Services may interest you, collect statistical information, analyze trends, administer our Services, diagnose problems and improve or tailor our products and services.

You may disable or refuse cookies through your browser settings. If you disable cookies, some or all functions of the Platform, Site or Services may not operate correctly.

We may also use Google Analytics, which uses cookies and similar technologies to collect and analyze information about the use of the Services and report on activities and trends. Google may also collect information concerning the use of other websites, applications and online resources.

You can learn about [Google's practices](#) and opt out by downloading the [Google Analytics opt-out browser add-on](#).

8. Using Third-Party Websites and Applications

Our Services may contain links, advertising, embedded content or references to websites, platforms or applications controlled by third parties.

Third-party services may have privacy policies that differ from ours and may use their own tracking technologies to collect information, including Personal Information.

We do not control, endorse or accept responsibility for the privacy practices or tracking technologies of third-party services. We recommend reviewing the privacy policy and terms of any third-party website, platform or application before providing Personal Information or using that service.

Providing Personal Information to a third-party website or application is at your own risk. Questions about third-party advertisements or targeted content should be directed to the responsible provider.

9. How We Protect Your Personal Information

We have implemented safeguards reasonably designed to protect Personal Information against misuse, interference, loss, unauthorized access, modification and inappropriate disclosure.

We may hold Personal Information in electronic and hard-copy forms and will securely destroy or de-identify it where required by law.

The security of your information also depends on you. You should take reasonable steps to protect your Personal Information, including choosing a strong password, keeping

passwords private, not sharing credentials, logging out of accounts and closing your browser or application when using a shared or unsecured device.

While we use security technologies and procedures designed to safeguard Personal Information, no system or network can be guaranteed to be completely secure. We cannot guarantee the security of information transmitted to or held by us. Any transmission of Personal Information is at your own risk.

10. Notifiable Data Breaches

We take data breaches seriously.

We will endeavor to meet the 72-hour deadline required by the EU GDPR and UK GDPR to report a Personal Information breach to the relevant supervisory authority where the breach is likely to create a risk to you.

We will review each security incident and take reasonable steps designed to contain and remediate the incident and reduce the risk of recurrence.

11. Retention and Destroying or De-identifying Personal Information

We retain Personal Information for as long as reasonably necessary to fulfill the purposes described in this Privacy Policy, comply with our contractual and legal obligations, resolve disputes, enforce agreements and meet applicable record-retention requirements.

Following the expiry or termination of a client project or subscription, we may retain, delete or de-identify Personal Information and project data in accordance with applicable law, this Privacy Policy and our agreement with the client.

We will destroy or de-identify Personal Information when we no longer require it for a permitted purpose, unless we are required or authorized by law to retain it.

DisplaySweet may continue to use project and engagement data internally, and aggregated or de-identified information externally, as described in this Privacy Policy and as permitted by applicable law. Information that has been lawfully de-identified may be retained and used without identifying a client, project or individual.

12. Cross-Border Transfers of Personal Information

If you provide Personal Information, you acknowledge that it may be transferred from your location to the offices and servers of DisplaySweet and the third parties identified in this Privacy Policy, including recipients located in Australia and other countries.

Those countries may have data-protection laws that differ from those applying where you are located.

The locations of our subprocessors are identified in our [Sub-processor List](#), which may change from time to time.

We will endeavor to safeguard Personal Information and comply with applicable legal requirements concerning cross-border transfers.

13. Changes to Our Privacy Policy

We may update this Privacy Policy from time to time.

Changes will take effect when published on our Site or Platform unless otherwise stated. We will take reasonable steps to notify you of material changes where required.

You are responsible for reviewing this Privacy Policy regularly and keeping up to date with any changes.

Your continued use of or access to the Platform following the publication of an updated Privacy Policy constitutes acknowledgment of the updated Privacy Policy.

14. Additional Information for Users in Australia

If you are located in Australia and would like more information about privacy and protecting your privacy, please visit the [Office of the Australian Information Commissioner](#) or write to the OAIC at GPO Box 5218, Sydney NSW 2001.

15. Additional Information for Users in the United Kingdom or European Union

DisplaySweet as Data Controller and Data Processor

For the purposes of the European Union General Data Protection Regulation (**EU GDPR**), the United Kingdom General Data Protection Regulation (**UK GDPR**) and the United Kingdom Data Protection Act 2018, DisplaySweet may act as both a controller and processor of Personal Information.

DisplaySweet acts as a processor where it processes Personal Information on behalf of and in accordance with the instructions of a client.

DisplaySweet acts as a controller where it determines the purposes and means of processing, including for account administration, security, legal compliance, internal market analysis, performance measurement and product or service improvement.

Legal Basis for Processing and Disclosure

Any processing, disclosure or sharing of Personal Information described in this Privacy Policy will be undertaken in accordance with applicable data-protection law.

Depending on the circumstances, we may rely on one or more of the following legal bases.

GDPR Article 6(1)(a), Consent

Where you have consented to the processing, including where consent is required for particular marketing communications or disclosures.

This may include disclosures:

- to our professional advisers, dealers and agents;
- to contractors and service providers;
- to payment-system operators and debt-recovery providers;
- to third parties that collect and process data on our behalf; and
- to third parties authorized by you.

GDPR Article 6(1)(b), Contract

Where processing is necessary to perform a contract with you or take steps at your request before entering into a contract.

This may include processing or disclosure:

- to provide and administer the Services;
- to our professional advisers, dealers and agents;
- to our business or commercial partners;
- to contractors and service providers;
- to payment-system operators and debt-recovery providers;
- to third parties that collect and process data on our behalf;
- to third parties authorized by you;
- to enforce this Privacy Policy, our Terms of Use or another agreement, including for billing and collection purposes; and
- to protect the rights, property or safety of DisplaySweet, our users, clients, partners, agents and others.

GDPR Article 6(1)(c), Legal Obligation

Where processing is necessary to comply with a legal obligation, including a court order, law, legal process, government request or regulatory request.

GDPR Article 6(1)(f), Legitimate Interests

Where processing is necessary for our legitimate interests or those of a third party, except where those interests are overridden by your interests or fundamental rights and freedoms.

Our legitimate interests may include:

- operating, securing and improving the Services;
- providing support and administering client relationships;
- understanding market trends;
- measuring product, project and service performance;
- conducting internal analytics, research and benchmarking;
- developing and improving products and services;
- protecting the rights, property and safety of DisplaySweet, our users, clients, partners, agents and others;
- preventing fraud, misuse and security threats;
- enforcing our agreements; and
- facilitating a merger, acquisition, sale, restructure or other asset transfer.

Where applicable law requires consent or another legal basis for a particular use, we will rely on that basis.

Any external analytics, benchmarking, industry reporting or market reporting derived from Personal Information will use aggregated or de-identified information so that no client, project or individual is reasonably identifiable.

Complaints or Concerns

If you have concerns about our use of Personal Information, you may contact us using the details in section 17.

You may also have the right to raise a concern with your local supervisory authority if you are located in the European Union or with the Information Commissioner's Office if you are located in the United Kingdom.

For more information about the EU GDPR, visit the [European Data Protection Supervisor](#) or the relevant data-protection authority in your country.

16. Additional Information for Users in the United States

Consumer Privacy Rights

The following additional privacy rights may apply to users in the United States:

- **Non-discrimination.** You have the right not to receive discriminatory treatment from a covered business for exercising rights conferred by applicable privacy law.
- **Verification.** To protect your privacy, we will take reasonable steps to verify your identity before fulfilling a request. We may ask you to provide sufficient information to verify that you are the person about whom we collected Personal Information or an authorized representative.

Right to Appeal

Where you have asked us to reconsider a concern or complaint about how we handle Personal Information and disagree with our decision, you may have the right to appeal to an applicable supervisory authority in your jurisdiction.

State-Specific Rights

Certain United States states require us to provide residents with additional information and rights.

1. California Privacy Rights

The California Consumer Privacy Act of 2018 and California Privacy Rights Act of 2020, together the **CCPA**, require covered businesses to provide California residents with additional information regarding the collection, use and disclosure of Personal Information.

A. Categories of Personal Information Collected and Disclosed

The categories of Personal Information we may have collected and disclosed for a business purpose during the preceding 12 months include:

Identifiers

Examples include names, postal addresses, Internet Protocol addresses, email addresses and similar identifiers.

This information may be disclosed to advertising partners and service providers for business purposes.

California Customer Records Information

Examples include names, addresses, telephone numbers, employment information, employment history, bank account numbers, credit card numbers, debit card numbers and other financial information.

This information may be disclosed to service providers for business purposes.

Commercial Information

Examples include records of products or services purchased, obtained or considered and other purchasing or consuming histories or tendencies.

This information may be disclosed to advertising partners and service providers for business purposes.

Internet or Other Electronic Network Activity

Examples include browsing history, search history and information concerning interactions with websites, applications, emails, shared hubs, attachments or advertisements.

This information may be disclosed to advertising partners and service providers for business purposes.

Inferences

Examples include inferences drawn from other Personal Information to create a profile reflecting preferences, characteristics, behavior, attitudes, abilities or tendencies.

This information may be disclosed to advertising partners and service providers for business purposes.

Professional or Employment-Related Information

Examples include employment information relating to DisplaySweet employees and representatives of our clients, including job applications, personnel records and employee communications.

This information may be disclosed to service providers for business purposes.

Business-to-Business Information

This includes Personal Information relating to an individual acting in a business capacity for one of our clients.

This information may be disclosed to advertising partners and service providers for business purposes.

Geolocation Data

We may collect an IP address automatically when you use our Services and use it to determine your approximate location.

This information may be disclosed to advertising partners and service providers for business purposes.

Audio and Similar Information

Where recording functionality is used, this may include audio recordings and related transcripts or summaries.

This information may be disclosed to service providers for business purposes.

We may use the categories of information described above for other business or operational purposes compatible with the context in which the Personal Information was collected.

The categories of sources and our business and commercial purposes are described in sections 2 and 3.

We may disclose the information described above to service providers engaged to perform business activities on our behalf. Service providers are restricted from using Personal Information for purposes unrelated to their engagement.

B. Sale or Sharing of Personal Information Under the CCPA

California residents may have the right to opt out of the “sale” or “sharing” of Personal Information.

The CCPA defines “sale” to include selling, renting, releasing, disclosing, disseminating, making available, transferring or otherwise communicating Personal Information to a third party for monetary or other valuable consideration.

The CCPA defines “sharing” to include sharing, renting, releasing, disclosing, disseminating, making available, transferring or otherwise communicating Personal Information to a third party for cross-context behavioral advertising, whether or not for monetary or other valuable consideration.

We have not sold or shared Personal Information in the preceding 12 months.

DisplaySweet does not sell Personal Information or disclose Customer contact details obtained through a client project to third parties for their own marketing or sales purposes.

We may use or disclose aggregated or de-identified information that is not Personal Information under applicable law.

C. Other California Privacy Rights

Authorized Agents

Only you, or someone legally authorized to act on your behalf, may make a verifiable request concerning your Personal Information. You may also make a verifiable request on behalf of your minor child.

To appoint an authorized agent, contact us using the details in section 17 and provide written authorization signed by you and your authorized agent.

California Shine the Light

California’s Shine the Light law permits California residents to request, once each year and free of charge, a list of third parties to which Personal Information was disclosed for their direct-marketing purposes during the preceding calendar year, together with the types of Personal Information disclosed.

Requests may be made using the contact details in section 17.

Opting Out of Sale or Sharing

California residents may exercise any applicable right to opt out of the sale or sharing of Personal Information by contacting us using the details in section 17.

California residents or their authorized agents may also exercise any applicable right to limit the disclosure of sensitive Personal Information by contacting us.

2. Nevada Privacy Rights

Nevada residents may have the right to opt out of the sale of certain Personal Information to third parties that intend to sell or license that Personal Information.

We do not sell Personal Information.

Requests may be made using the contact details in section 17.

3. Virginia, Colorado, Connecticut, Utah, Texas and Oregon Privacy Rights

Residents of Virginia, Colorado, Connecticut, Utah, Texas and Oregon may have additional rights under applicable privacy laws, including the Virginia Consumer Data Protection Act, Colorado Privacy Act, Connecticut Data Privacy Act, Utah Consumer Privacy Act, Texas Data Privacy and Security Act and Oregon Consumer Privacy Act.

A. Sharing or Disclosure of Personal Data

The categories of Personal Information that may be shared with or disclosed to service providers and, where applicable, advertising partners include:

- identifiers;
- commercial information;
- Internet or electronic network activity;
- inferences;
- professional or employment-related information; and
- geolocation data.

B. Sales and Targeted Advertising

Residents of these states may have the right to opt out of the sale of Personal Information or the processing of Personal Information for targeted advertising.

Requests may be made using the contact details in section 17.

We have not sold Personal Information or processed Personal Information for targeted advertising during the preceding 12 months.

DisplaySweet does not sell Personal Information or disclose Customer contact details obtained through a client project to third parties for their own marketing or sales purposes.

17. Queries and Complaints

If you have a question, concern or complaint about how we handle Personal Information, please contact us using the details below.

We will review your question, complaint or concern and respond after carefully considering it. Where reasonably possible, we will take steps to investigate and resolve complaints within 30 days or any other period required by applicable law.

We may require further information to investigate or resolve a complaint.

If additional time is required, we will notify you of the reasons for the delay and seek to agree on a longer period where appropriate. If you do not agree to provide additional time or information, we may be unable to resolve your complaint.

If you disagree with our decision, you may ask us to reconsider the matter.

Email: hello@displaysweet.com

Mail: Display Sweet Pty Ltd, Level 1/67 St John St, Windsor VIC 3181, Australia

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