# Good Times Tech Privacy Policy and Cookie Policy

Good Times Tech Pty Ltd · ABN 14 686 249 703 · Effective 2 November 2026

## Privacy Policy

Good Times Tech Pty Ltd (ABN 14 686 249 703, ACN 686 249 703) ("we", "us") makes the NeoShuffle and UltraDarts game systems for venues. This policy explains what personal information we collect through our website, enquiries and mailing list, how we use it, who we share it with and the choices you have.

We handle personal information in line with the Australian Privacy Act 1988 and the Australian Privacy Principles. If you are in the European Economic Area, the UK or Switzerland, the GDPR and UK GDPR give you further rights. Rights for US visitors are also set out below.

### What we collect

- **When you send an enquiry:** your first name, phone number, email, country, company, the products you are interested in and your message.
- **When you join our mailing list:** your email address, your first name if you give it, when you signed up, and whether you open or click our emails.
- **When you do business with us:** names, job titles and contact details of people at venues, distributors and suppliers, plus order, installation, support and billing records.
- **When you browse our website:** your IP address, device and browser type, pages viewed, how you arrived (for example from an ad), approximate location based on your IP address, and cookie identifiers. We collect these only as your cookie choices allow.
- **When you email or call us:** what you tell us.

We do not ask for sensitive information such as health or religious details, so please don't send it. You can contact us without giving your name, but we may not be able to help fully.

### How we use it

- **To reply to your enquiry and send quotes.** GDPR basis: steps you ask for before a contract, and our legitimate interest in answering enquiries.
- **To supply, install and support our products.** GDPR basis: performing our contract with you.

- **To send our newsletter.** GDPR basis: your consent, which you can withdraw at any time.
- **To measure and improve our website** with Google Analytics and Webflow Analyze. GDPR basis: your consent.
- **To show and measure our ads** on Google, Facebook and Instagram. GDPR basis: your consent.
- **To keep our website secure, keep business records and meet our legal obligations.** GDPR basis: legal obligation and our legitimate interests.

We do not make decisions about you based only on automated processing.

## Our mailing list

We add you only if you ask to join, using the sign-up form in our website footer or the tick box on our enquiry form. Every email has an unsubscribe link, and we stop sending within 5 business days of you unsubscribing. After you unsubscribe, we keep your email address on a suppression list so you are not emailed again. Our emails are sent through Resend, in the United States. Sending an enquiry without ticking the box does not add you to the mailing list.

## Cookies and similar technologies

Our website uses cookies, pixels and browser storage for analytics and advertising. Depending on where you are, our cookie banner either asks for your consent before any of these run or lets you decline them. You can change your choice at any time with **Your Privacy Choices** in the website footer. Our Cookie Policy, below, explains the cookies we use.

## Who we share it with

We do not sell your personal information for money. We share it with service providers that help us run our business, under terms that limit how they use it:

- **Webflow** hosts our website and forms, and Webflow Analyze measures how the site is used. Webflow uses Cloudflare to deliver and protect the site. United States.
- **Google** (Analytics, Ads, Tag Manager) provides website analytics and shows and measures our ads. United States and other countries.
- **Meta** (Facebook and Instagram) measures and targets our ads through the Meta Pixel and a Meta Conversions API Gateway hosted on Google Cloud. United States, Ireland and other countries.
- **Our advertising agency** runs our Google and Meta campaigns for us and can see the campaign reports and audiences in those accounts.

- **HubSpot** is our customer relationship system, where we keep enquiries, contacts and sales records. United States.
- **Xero** handles our invoicing and accounts. United States.
- **Resend** sends our newsletter and other emails. United States.
- **Adobe Fonts** serves the fonts on our website and records font use for licensing. United States.
- **Cookiebot by Usercentrics** runs our cookie banner and keeps records of consent choices. European Union.
- **Our email and file storage providers** hold our correspondence and documents.

We may also share information with our professional advisers, with a buyer if our business is sold, or when the law requires it.

Some US state laws treat advertising cookies and pixels as "selling" or "sharing" personal information. We use them only to advertise our own products, and you can opt out (see Your rights).

## Sending information overseas

Some of the providers above store or access personal information outside Australia, mainly in the United States and the European Union, and in other countries where they operate. We take reasonable steps to make sure they protect it consistently with the Australian Privacy Principles. For information from Europe or the UK, transfers rely on the EU–US Data Privacy Framework where the provider is certified, or on standard contractual clauses.

## How long we keep it

- **Enquiries that don't lead to business:** 2 years after our last contact.
- **Customer and supplier records:** 7 years after the relationship ends, to meet tax and accounting laws.
- **Mailing list:** until you unsubscribe. After that, your email address stays on our suppression list.
- **Website analytics:** up to 14 months in Google Analytics. Google and Meta keep advertising data under their own retention policies.
- **Cookies:** as set out in our Cookie Policy.

## Keeping it secure

We limit access to staff who need it and use providers with strong security. No system is completely secure. If a data breach is likely to cause you serious harm, we will tell you and the regulator as the law requires.

## Your rights

**Everyone** can ask for a copy of the personal information we hold about them and ask us to correct it. We reply within 30 days and don't charge for requests.

**In Europe, the UK and Switzerland** you can also:

- ask us to delete your information
- restrict or object to how we use it, including objecting to direct marketing at any time
- receive your information in a portable format
- withdraw your consent at any time, without affecting earlier use
- complain to your local data protection authority

**In the United States**, depending on your state, you can:

- know what personal information we collect, use and disclose, and get a copy
- correct or delete it
- opt out of the sale or sharing of your personal information, and of targeted advertising, using the **Your Privacy Choices** link in the website footer

We also treat a Global Privacy Control signal from your browser as an opt-out. We won't treat you differently for using these rights. You can ask through an authorised agent, and we will verify requests by matching details you give us.

In the past 12 months we collected these categories: identifiers (name, email, phone, IP address, cookie IDs), commercial information (enquiries and orders), internet activity (pages viewed, ad interactions), approximate location and professional information (company, job title). They come from you, your device and our advertising partners. We disclose them to the providers listed above. We do not collect sensitive personal information as defined by these laws.

To use any of these rights, email admin@goodtimestech.com.au.

## Children

Our website is for businesses and is not directed at children under 16. We don't knowingly collect their personal information.

## Complaints

Please contact us first at admin@goodtimestech.com.au; we respond within 30 days. If you are not satisfied, you can complain to the Office of the Australian Information Commissioner at oaic.gov.au or on 1300 363 992. In Europe or the UK, you can also complain to your local data protection authority.

### Changes to this policy

We will post changes on our website and update the effective date. We will tell newsletter subscribers about significant changes.

### Contact us

Good Times Tech Pty Ltd
ABN 14 686 249 703 · ACN 686 249 703
admin@goodtimestech.com.au

## Cookie Policy

This policy explains the cookies and similar technologies on goodtimestech.com.au and how you can control them. Cookies are small files a website stores in your browser. We also use pixels (small scripts or images that report a visit) and browser storage, which work in a similar way. Here we call them all "cookies".

### What we use them for

- **Necessary:** keep the site working and secure, and remember your cookie choice. These are always on. Examples: Cookiebot's CookieConsent cookie and Cloudflare's security cookie.
- **Preferences:** remember settings you choose. We don't use any at present.
- **Statistics:** show us how visitors use the site so we can improve it. Examples: Google Analytics (_ga) and Webflow Analyze.
- **Marketing:** measure our ads and show them to people likely to be interested. Examples: the Meta Pixel (_fbp) for Facebook and Instagram, and Google Ads (_gcl_au).

Our fonts come from Adobe Fonts. When a page loads them, Adobe records the request so it can count font use for licensing. It doesn't set cookies.

### How consent works where you are

- **Europe, the UK, Switzerland and most other countries:** only necessary cookies run until you choose. You can allow all, allow some or deny.
- **Australia and New Zealand:** a notice tells you we use cookies. Statistics and marketing cookies switch on when you keep browsing, unless you click Deny.
- **United States:** statistics and marketing cookies run unless you choose "Do not sell or share my personal information". We also treat a Global Privacy Control signal from your browser as an opt-out.

We remember your choice for 12 months and then ask again.

## Changing your mind

Click **Your Privacy Choices** in the footer of any page on our website, or the cookie icon at the bottom left of the screen. Withdrawing consent doesn't affect what was collected before. You can also block or delete cookies in your browser settings; our site still works without statistics and marketing cookies.

## Other companies' cookies

Some cookies are set by the companies that provide these services. Their privacy policies explain how they use the data:

- Google
- Meta
- Webflow
- Adobe
- Cookiebot

## Full list of cookies

To see every cookie we use, with its provider, purpose and how long it lasts, open the cookie banner on our website (**Your Privacy Choices** in the footer, or the cookie icon at the bottom left) and choose **Details**. Cookiebot keeps this list up to date automatically from regular scans of our site.

## Questions

Email admin@goodtimestech.com.au or see our Privacy Policy above.