



## PRIVACY STATEMENT

### OVERVIEW

Rawlinsons (W.A.) Pty Ltd (ABN 22 195 872 957) (“we”, “us”, “our”) respects your privacy and is committed to protecting your personal information. This Privacy Statement applies to:

- **www.rawlhouse.com.au** (Rawlinsons Cost Data) as the main purchase/order site; and
- **Digital product and subscription access platforms** hosted on custom domains

This policy explains what information we collect, why we collect it, how we use it, when we may disclose it, and how we protect it.

### INFORMATION WE COLLECT

We collect information you provide directly and information collected automatically:

#### A. Personal Information (you supply):

- Name, email address, postal address, phone number, company name, billing/shipping addresses.
- Payment details such as credit/debit card information (processed through **Stripe and/or Xero** payment systems - we do not store full card numbers).

#### B. Order & Transaction Information:

- Order history and subscription details to manage access and billing.

#### C. Technical & Usage Data (automatic):

- IP address, browser type, device type and usage patterns.
- Cookies and similar technologies to improve site functionality and analytics.

### HOW WE USE YOUR INFORMATION

We use personal information:

- To fulfil orders, deliver products, and provide subscription access.
- To process payments securely through Stripe and/or Xero.
- To communicate order confirmations, subscription notices, updates, and customer service responses.
- To administer promotions, newsletters, and optional marketing (only if you opt-in).
- For analytics and website improvements, including tracking interactions to enhance user experience.

### DISCLOSURE OF YOUR INFORMATION

We may disclose information to:

- Service providers (Stripe, Xero, Mailchimp).
- Third parties necessary to fulfil orders (e.g., couriers for hardcopy delivery, analytics providers).



- Legal authorities where required by law or to protect our rights.

We do not sell personal information to unrelated third parties.

## SECURITY

We implement industry-standard safeguards:

- SSL encryption for secure data transmission.
- Store personal information securely with access controls.
- We do not retain full credit card details; payment data is processed by Stripe/Xero.

## COOKIES AND TRACKING

We use cookies and similar technologies to:

- Remember preferences.
- Improve website performance.
- Measure and analyse traffic and usage patterns.

You may adjust your browser settings to refuse cookies, though this may affect site functionality.

## YOUR RIGHTS

You may:

- Access, correct, update, or delete your personal information.
- Opt out of marketing communications.
- Disable cookies (via browser settings).

To exercise these rights, contact us via the details below.

## RETENTION

We retain personal information as needed to provide services, comply with legal obligations, resolve disputes, and enforce agreements.

## CHANGES TO THIS STATEMENT

We may revise this policy from time to time. Significant changes will be posted on our websites and may be communicated directly (e.g., email notifications).

## CONTACT & SUPPORT

For payment queries, subscription issues or refund requests:

Hardcopy: [orders@rawlhouse.com](mailto:orders@rawlhouse.com)

Subscription: [subscriptions@rawlhouse.com](mailto:subscriptions@rawlhouse.com)