

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

Subscription: subscriptions@rawlhouse.com