



Privacy Policy

Effective Date: 20th June, 2025

We are committed to protecting your privacy and handling your personal information responsibly in accordance with the *Privacy Act 1988* and the Australian Privacy Principles (APPs).

1. What Personal Information We Collect

We may collect and hold the following types of personal information:

- Full name
- Email address
- Phone number
- Postal and billing address
- Date of birth
- Payment information
- Purchase history
- IP address and website activity
- Information provided in customer support or feedback

2. How We Collect and Store Personal Information

We collect personal information from you directly through means such as via website forms, email, and phone. Your personal information is stored securely in Australia using encrypted servers and/or approved third-party platforms with access controls. We take reasonable steps to protect it from misuse, interference, loss, unauthorised access, modification, or disclosure.

3. Why We Collect Personal Information

We collect your personal information to:

- Process and fulfill your orders
- Provide customer support
- Communicate order updates and marketing
- Improve our website, services, and customer experience
- Meet legal and regulatory obligations

- Manage and maintain our business operations

4. How We Use and Disclose Personal Information

We use your personal information only for the purposes outlined above. We may disclose your information to:

- Payment processors and shipping companies
- Authroised persons / entitles when advised by you to do so
- IT and customer service providers
- Government authorities where required by law

We will never sell or rent your personal data to third parties.

5. How to Access or Correct Your Personal Information

You have the right to:

- Request a copy of your personal information
- Ask us to correct inaccurate or incomplete data

To do so, please contact us using the details at the bottom of this document.

6. How to Make a Privacy Complaint

If you believe your privacy has been breached or mishandled:

1. Contact us directly via email or phone with details of your complaint.
2. We will respond within 30 days and do our best to resolve the issue.
3. If you are not satisfied with our response, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**:
 - Website: <https://www.oaic.gov.au>
 - Phone: 1300 363 992

7. How Long We Keep Your Information

We retain personal information for as long as necessary to fulfill the purposes outlined in this policy, including legal and accounting obligations. After this period, your data is securely deleted or de-identified.

If personal information is collected in paper form (e.g. handwritten forms), we may scan and store these electronically and securely destroy the physical copies.

8. Changes to This Policy

We may update this policy from time to time to reflect changes in law or business practices. The most recent version will always be available on our website. We encourage you to review it periodically.

Still have questions? Please contact us using the details below. We're happy to help.

Our Contact Details

Business Name: Network Synergy Corporation Pty. Ltd. t/a RackCorp

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