

PRIVACY POLICY

Policy

Your privacy is important to us. It is the policy of Angel Products Pty. Ltd to respect your privacy and with the applicable law and regulations regarding any personal information we may collect about you, including across our website, and other sites we own and operate. This policy is effective as of date of 12/10/2026.

Information We Collect

We collect information that you knowingly and actively provide to us when you use or participate in any of our services.

Log Data

When you visit our website, our servers may automatically log the standard information provided by your web browser. The data may include your device's Internet Protocol (IP) address, browser type and version, the pages you visit, the time and date of your visit, and other technical details. We use this to keep the website secure and working properly, and to find and fix faults.

While this information may not personally identify you on its own, it may be possible to combine it with other data to identify individual users. When you go to pay, we record the IP address the payment came from so we can help if you contact us about it; we delete it after 14 days.

Personal information

We may ask for personal information which may include the following:

- Full name
- Business name and, for business accounts, your Australian Business Number (ABN)
- Contact details, including your phone number
- Email address
- Delivery addresses, including suburb, state and postcode

Payment Information

Card payments are processed by our payment provider, Stripe. Your card details are entered on Stripe's secure payment page and are never seen, received or stored by Angel Products. We receive only confirmation that a payment was made, the amount and a payment reference. User account passwords are stored only in an encrypted (hashed) form. Our staff cannot see your password.

Legitimate Reasons for Processing your Personal Information

We collect and use your personal information when we have a legitimate reason for doing so. In such cases, we only collect personal information that is reasonably necessary to provide our services to you.

Collection and Use of Information

- Create an account, or apply for a 30-day account
- Place an order through our online shop
- Request a quote
- Use a mobile device or web browser to access our content
- Contact us via email, phone, social media, or any similar technologies
- Mention or tag us on social media

We may collect, hold, use, and disclose information for the following purposes, and your information will not be processed in ways that are incompatible with these purposes:

- Maintaining accurate internal records related to orders
- To ensure efficient processing and delivery of products
- To contact and communicate with you, including about your orders and quotes
- To assess applications for 30-day accounts and manage those accounts
- To meet our tax, accounting and other legal obligations
- To keep our website and your account secure and to prevent fraud

Security of Your Personal Information

When we collect and process personal information – and for as long as we retain it – we take reasonable, commercially acceptable measures to prevent loss, theft, unauthorised access, disclosure, copying, use, or modification. These include encrypted (HTTPS) connections to our website, encrypted storage, two-step sign-in for our staff, and limiting access to the staff who need it to do their jobs.

While we strive to protect the personal information you provide to us, please note that no method of electronic transmission or storage is 100% secure, and we cannot guarantee absolute data security. We will comply with applicable laws regarding any data breaches.

You are responsible for selecting secure passwords and maintaining the confidentiality of any passwords associated with your account. Please ensure that your password and account access remain secure.

How Long We Keep Your Personal Information

We retain your personal information only as long as necessary to fulfill the purpose outlined in the privacy policy. The duration depends on that we are using your data for. When personal information is no longer required, we will delete it or anonymize it by removing any identifying details.

Your Rights and Controlling Your Personal Information.

You have the right to withhold personal information from us; however, doing so may affect your experience on our website. We will never discriminate against you exercising your right regarding your data personal data.

If you have previously consented to our use of your personal information for direct marketing, you may withdraw that consent at any time.

If you believe that we have breached a relevant data protection law and wish to make a complaint, please contact us using the details below. Include full details of issue, and we will promptly investigate and respond to your complaint.

Use of Cookies

A cookie is a small piece of data stored on your device. Our website uses only the cookies it needs to work: to keep you signed in, to remember what is in your cart, and to protect our forms against misuse. We do not use advertising or tracking cookies. The payment page provided by Stripe, and the Google map on our Contact page, may set their own cookies, which are covered by those companies' privacy policies.

Changes to this Policy

We may update this privacy from time to time to reflect changes to our business practices, legal obligations, or industry standards. When we do, we will post the updated policy on the same page where you are currently accessing this information.

Third-Party Disclosure

We do not sell, rent or trade your personal information. We share it only with the service providers who help us run our business, and only what each one needs:

- **Transport partners**, including Australia Post and our couriers, receive your name, delivery address and phone number, solely for the purpose of delivering your goods
- **Stripe** processes card payments

We may also disclose personal information where the law requires or authorises us to.

Data Storing

Customer details – including business name, contact name, phone number, delivery address, and email address – are stored on secure, encrypted servers: our website's records in Microsoft Azure data centres located in Australia, and our office records on a secure server located within our office premises.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about the Privacy, please contact us at:

- sales@angelproducts.com.au
- 08 6168 9248
- 436 Victoria Road, Malaga 6090