



# PRIVACY POLICY

## YOUR PRIVACY

At Koala Dreaming we are committed to protecting the privacy of our users. This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from [www.koaladreaming.com.au](http://www.koaladreaming.com.au) (the “Site”).

## PERSONAL INFORMATION WE COLLECT

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as “Device Information.”

We collect Device Information using the following technologies:

- “Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.
- “Log files” track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- “Web beacons,” “tags,” and “pixels” are electronic files used to record information about how you browse the Site.

When you use our services, we collect certain information from you, including but not limited to your name, address, email address, phone number, date of birth, medical history and other personal information. We refer to this information as “Order Information.”

When we talk about “Personal Information” in this Privacy Policy, we are talking both about Device Information and Order Information.

## HOW DO WE USE YOUR PERSONAL INFORMATION?

We use the Order Information that we collect generally to fulfill any services purchased (including providing you with invoices and/or order confirmations). Additionally, we use this Order Information to:

- Communicate with you;
- Screen our orders for potential risk or fraud; and
- Provide and maintain our service
- Notify you about any changes to the service
- Provide customer care
- Provide useful information should you opt in to receive such communications (subscribe)
- Detect and deal with any technical issues
- Monitor the usage of the service

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

## SHARING YOUR PERSONAL INFORMATION

We share your Personal Information with third parties to help us use your Personal Information, as described above. For example, we use Google Analytics to help us understand how our customers use the Site--you can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

## BEHAVIOURAL ADVERTISING

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can opt out of targeted advertising by:

FACEBOOK - <https://www.facebook.com/settings/?tab=ads>

GOOGLE - <https://www.google.com/settings/ads/anonymous>

## DO NOT TRACK

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

## For European Union (EU) Users

If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

Additionally, if you are a European resident we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, including to Canada and the United States.

## DATA RETENTION

When you place an order through the Site, we will maintain your Order Information for our records unless and until you ask us to delete this information. The information is held in our computer systems and databases which includes computer software programs, internet servers, and third party hosts.

## SECURITY

Industry standard security measures are used to safeguard and protect your information. This means reasonable steps are taken to protect your information and ensure information is not misused, lost, accessed without authority, modified or disclosed.

## MINORS

The Site is not intended for individuals under the age of 18. We do not knowingly collect any personal identifiable information from children under the age of 18. Please contact us immediately if you believe your child has provided such information on our site and we will remove this information from our records.

## CHANGES

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

## LINKS TO OTHER SITES

Our site may contain links to third party providers whose sites are not operated by us. Should you click on a third party link you will be directed to a third party's website and should consult their privacy policy. We assume no responsibility for the contents and practices of any third party providers.

## CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by email at [info@koaladreaming.com.au](mailto:info@koaladreaming.com.au).

## CONSENT

By using our site you hereby consent to our Privacy Policy and agree to the terms and conditions of service.