

PRIVACY POLICY

Why a Privacy Policy?

Frocklobster.com.au respects your individual privacy. This Privacy Policy ('Policy') embodies our commitment to its protection through adherence to fair electronic information practices. This Policy puts you, the individual, in control of how your personal information is processed. You have our promise that we will not electronically process your personal information in any way that is incompatible with this Policy.

If you have questions or concerns regarding this statement, you should first contact the site.

This Privacy Policy protects your privacy by informing you about:

- The types of personal information Frocklobster.com.au collects about you through its web site
- How it collects that information
- The general purposes for which it collects such information

Assuring you that Frocklobster.com.au:

- Takes reasonable precautions to protect personal information from loss, misuse, unauthorized access, disclosure, alteration or destruction.
- Implements reasonable policies and procedures to ensure that personal information is kept only for the purposes for which it has been gathered;
- Uses reasonable measures to ensure that we have accurately and completely recorded the personal information you have provided; and
- Provides you reasonable access to your personal information as well as procedures for correcting or modifying that information where appropriate.
- Ensuring accountability to individuals who believe that Frocklobster.com.au has not complied with these privacy principles.

Communicating with Our Customers

Frocklobster.com.au is in the business of supplying goods and services to our customers. That requires more than simply offering innovative technical services. It also requires that we understand you, our customer, and your needs.

We get to know you primarily through the information you provide to us with when you contact us to use one or more of our services. The information you provide ranges from basic contact

information to payment information. All of the information we request from you when purchasing our goods and/or services is obligatory. When you purchase our goods and/or services, you agree to provide us with complete and true current information.

After you have purchased any of our goods and/or services, we may communicate with you about your account, answer questions you may have about what we provided you, or any other relevant matter. Those communications are essential to our relationship with you and to our ability to provide you with quality service that is responsive to your needs. At the same time, those communications give us helpful insights about you, your preferences and the ways in which we might improve our services. We therefore may maintain this information for future use by Frocklobster.com.au.

The information we receive from or about you is stored on systems designed to prevent the loss, misuse, unauthorized access, disclosure, alteration or destruction of that information. We also encrypt your transmission of sensitive information to us (e.g., credit card numbers, account passwords) in the interest of heightened privacy protection and information integrity.

Information Corrections or Changes

You have the ability to correct or change certain information in our records, such as your address and contact information. You may change this information at any time and as often as necessary. If you need assistance or have questions about correcting information, you can contact us via e-mail at info@frocklobster.com.au

How We Put Information to Good Use

We use any information about you for purposes of monitoring and improving our internal operations, as well as to:

- bill you properly,
- administer your account in accordance with good and proper accounting practices, and
- properly supply the goods and/or services you have requested.

We also use the information we collect to monitor and improve our internal operations. For example; we may correlate website traffic information with data about individual users. This data helps us to determine how much our customers use parts of the site, allowing us to enhance it to fit the needs of as many of our customers as possible. We may also break down overall usage statistics according to customers' domain names and browser types.

Finally, we use the information we collect to direct important notices and information affecting your account or services, as well as to provide general information that may be of interest to you, including newsletters, surveys, and information about our services or product offerings.

You may opt-out of receiving information from us simply by notifying us of your desire. Note, however, that in order to fulfil our service obligations to you, we must continue sending you notices and other important information affecting your account or services.

Our Accountability to You

By purchasing our goods and/or services, you obtain the protections of, and consent to the data processing practices described in, this Privacy Policy. When you purchase our services, you also represent to us that you have provided notice to, and obtained consent from, any third party individuals whose personal data you supply to us with regard to:

- the purposes for which such third party's personal data have been collected,
- the intended recipients or categories of recipients of the third party's personal data,
- which of the third party's data are obligatory and which data, if any, are voluntary, and
- how the third party can access and, if necessary, rectify the data held about them.

In addition to the privacy protections that we provide, our employees, agents and business partners are independently responsible for ensuring compliance with this Privacy Policy, as described below.

Notification of Changes

If and when we make any changes to any part of this Privacy Policy we will amend the effective date displayed at the top of this page.

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