

# Terms of Use - Satuco

## Privacy Policy

Last updated: 15 May 2025

Nusantara Group Pty Ltd (trading as Satuco) respects your privacy and is committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

This Privacy Policy explains how we collect, use, disclose, and store your personal information when you interact with our website and services.

### 1. What We Collect

- Name, email address, phone number
- Business or delivery address
- Information submitted through forms or surveys
- Order and payment details
- IP address and browsing data (cookies)

We do not collect sensitive personal information unless required and with your consent.

### 2. How We Collect Information

We collect personal information through:

- Website forms (e.g. contact, order or wholesale inquiry forms)
- Email or phone communication
- Purchase transactions
- Website analytics tools (e.g. cookies, Google Analytics)

You can disable cookies through your browser settings, but this may affect your user experience.

### 3. How We Use Your Information

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We use your information to:

- Process orders and inquiries
- Respond to customer service requests
- Provide updates on our services or business
- Improve our website and customer experience
- Comply with legal obligations

We will not use or disclose your personal information for any other purpose without your consent, unless required by law.

### 4. Disclosure of Information

We may share your information with:

- Delivery and logistics partners
- Payment processing providers
- IT service providers (e.g. hosting, email platforms)
- Regulatory or legal authorities (when required)

We do not sell or rent your personal information to third parties.

### 5. Security

We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorized access. However, no data transmission over the internet is completely secure.

### 6. Access & Correction

You have the right to access and update the personal information we hold about you. To request access or a correction, please contact us at [info@satuco.com.au](mailto:info@satuco.com.au).

### 7. Links to Other Websites

## **Terms of Use - Satuco**

Our website may contain links to external sites. We are not responsible for the privacy practices of those sites.

### **8. Changes to This Policy**

We may update this policy from time to time. The latest version will always be available on our website.

### **9. Contact Us**

If you have any questions or concerns about this Privacy Policy or how your data is handled, please contact:

Nusantara Group Pty Ltd (Trading as Satuco)

5-7 Hephher Rd, Campbelltown NSW, Australia

Email: [info@satuco.com.au](mailto:info@satuco.com.au)

ABN: 34 609 076 637