



Privacy Policy

Introduction

We respect your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and disclose your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

1. Collection of Personal Information

We collect personal information that is necessary for us to provide our services to you. This may include, but is not limited to:

- Full name
- Contact details including email address and phone number
- Payment information
- Usage data and preferences
- Any other information you provide to us directly or indirectly through your use of our services and website

2. Use of Personal Information

We use your personal information for the following purposes:

- To provide and manage our services
- To communicate with you, including responding to your inquiries and providing customer support
- To process payments and manage your account
- To improve our services, including conducting analytics and research
- To comply with legal and regulatory requirements
- To send you marketing and promotional communications, where you have consented to receive such communications

3. Disclosure of Personal Information

We may disclose your personal information to:

- Our employees, contractors, and related entities who need the information to provide our services
- Third-party service providers who assist us in operating our business and providing services to you, subject to confidentiality agreements
- Legal and regulatory authorities as required by law
- Any other entities or individuals with your consent or as otherwise permitted by law

We will never sell or disseminate your personal information except as set out in this policy or without your consent.

4. Security of Personal Information

We take reasonable steps to protect your personal information from misuse, loss, unauthorized access, modification, and disclosure. This includes implementing physical, electronic, and procedural safeguards. However, we cannot guarantee the absolute security of your personal information.

5. Access to and Correction of Personal Information

You have the right to request access to the personal information we hold about you, and to request corrections if you believe any information is inaccurate, out of date, incomplete, or misleading. To do so, please contact us using the details provided below.

6. Cookies and Tracking Technologies

We may use cookies and similar tracking technologies to enhance your experience on our website. Cookies are small text files that are stored on your device. You can control the use of cookies through your browser settings, but disabling cookies may affect your ability to use certain features of our website.

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. We encourage you to review the privacy policies of any third-party websites you visit.

8. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the updated policy on our website and indicating the date of the last update.

9. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our handling of your personal information, please contact us at:

Business Name: AI Convo

Email: support@aiconvo.au

We are committed to addressing your inquiries and resolving any concerns promptly.

Effective Date

This Privacy Policy is effective as of 8 December 2024.