

Privacy Policy

LAST UPDATED 24 MARCH 2026

About This Policy

At KollwitzOwen Pty Ltd (KO Promotions, we, our or us), we aim to make consumer promotions simple. We take the same approach to explaining how we collect, use and disclose your personal information.

This Policy

- applies to you if you're our client, if you visit or use our website(s), or if you provide us with your information as part of a promotion or any other dealings you have with us;
- demonstrates our commitment to respect your privacy and protect it in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) (Privacy Act); and
- explains the type of information we collect about you, how we collect it and use it, who we share it with, how we hold it/keep it secure, how you can access and correct it, and how to let us know if you have any concerns.

We may need to update this policy from time to time – we recommend that you regularly review this policy to keep up to date with any changes.

Information We Collect About You

Clients and Entrants

If you are one of our clients or you enter into a promotion, we might collect:

- your name and contact details (such as email address, phone number, residential address);
- your date of birth and gender;
- your location;
- photographs of invoices, receipts or other documentation required to evidence your eligibility for a promotion; or
- details of any communications we have with you.

Website Users

If you access our website(s), we might collect:

- your name, email address and details of any communications we have with you if you submit a contact enquiry. We retain this information only for as long as necessary to respond to your enquiry and for our reasonable business records, after which it is deleted; and
- data that we capture from cookies.

Other Individuals We Deal With in Running Our Business

If you do business with us, apply for a role within our team, or have any other dealings with us, what we collect will ultimately depend on the nature of those dealings. For example, we might collect:

- your name and contact details (such as email address, phone number, residential address);
- any other information about you that you (or someone else) give us, such as a copy of your resume, details of your experience and qualifications; or details of any communications we have with you.

Sensitive information is data that requires greater security and may be subject to special protections. Examples of this include information about a person's race, ethnic origin, health, political views or religious beliefs. Although we generally don't ask for it, from time to time you may choose to provide us with sensitive information, for example as part of a promotion entry. Unless you tell us otherwise, we'll assume that you consent to us collecting and holding any such information you send to us – so please be careful about what information you send to us or publish on our website(s).

How We Collect Personal Information

We might collect your personal information through our website(s), as part of a promotion or when dealing with enquiries. Usually, we collect this information directly from you. But in some cases, it might be provided by a third party (for example, from a client or a promotion facilitator).

Unfortunately, due to the nature of consumer promotions, you cannot remain anonymous or use a pseudonym when entering a promotion via our website(s) as this would prevent us from providing our services. If there are other circumstances where anonymity or use of a pseudonym is more practical, we'll try to accommodate that.

How We Use and Disclose Personal Information

We only use and disclose your personal information for the purposes you share it for, such as:

- providing you with our consumer promotion services, which can include things like providing your details or address to third party suppliers to fulfil a prize that you've won.
- enabling the functionality of our KOHub platform; or
- supporting the operation of our business generally (including responding to enquiries).

We sometimes engage in analytics and internal research, however this on a de-identified and aggregated basis only.

If you enter into a promotion, we might share your information with our local and international clients in connection with the above purposes and to enable our clients to contact you in relation to promotions. As another general rule, we might share your information with our local and international service providers who help us manage our business and operations – such as third party software providers, contractors and advisers.

Where we need to disclose your information to an international client or service provider, these clients and service providers are usually located in Australia, New Zealand, the United Kingdom or the United States (though this may change from time to time).

We will take reasonable steps to ensure that all recipients of your personal information abide by the Privacy Act and the Australian Privacy Principles.

How We Hold Personal Information

We understand the importance of maintaining the security of your personal information.

Typically, we hold your information digitally and make use of:

- password protection;
- two-factor Authentication
- data encryption;
- secure AWS servers located in the region in which you enter the promotion (for example Australia for Australia & New Zealand promotions, the United States or the United Kingdom); and
- client data isolation to ensure your information cannot be accessed by other organisations using our platform.

We will only keep your personal information for as long as required, which will generally be:

- as long as it takes to fulfil the purpose for which it was collected (or in accordance with any consents you provide); or
- any period of time required by applicable laws, regulations and professional standards.

We use what we believe to be reasonable security measures to prevent unauthorised use of, or access to, your personal information. However, the Internet is not a completely secure environment – you should be aware that personal information which is sent by you through the Internet can be accessed, tampered or used in an unauthorised manner by third parties.

Access and Correction

Under the Australian Privacy Principles, you have a right to request access to, and correction of, the personal information that we hold about you. You can get in touch using the contact details on the next page to request access or a correction.

Getting In Touch

We are always open to receiving your feedback, questions or concerns relating to your personal information and privacy.

You can reach us:

- by phone: 03 9021 6751
- by email: support@kopromotions.com.au

If you have any concerns or complaints relating to the way we collect, use or disclose your personal information or in relation to this policy, please reach out and let us know.

If you're not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commissioner:

- by phone: 1300 363 992
- online at: www.oaic.gov.au