

Issimo Holdings Pty Ltd – Privacy Policy (2025)

Company: Issimo Holdings Pty Ltd (ABN 46 163 225 054)

Trading as: Issimo Markets

Address: 145 High Street, Mansfield VIC 3722

Contact Email (privacy matters): privacy@issimo.com

Plain English Privacy Summary

We respect your privacy. This summary explains, in simple terms, what we do with your information. For full legal details, see the **Full Privacy Policy** below.

What We Collect

- Your **name, contact details, and business details** (if you're a stallholder).
 - **Payment information** to process transactions.
 - **Technical data** like cookies, IP address, and browsing information.
 - **Preferences and usage trends**, including purchases and memberships.
 - **Communications** you send us (emails, forms, surveys).
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How We Collect It

- When you **register, subscribe, or buy/sell** through Issimo.

- When you **contact us** or supply goods/services.
 - Through our **website** (cookies, analytics, pixel tags).
 - From **trusted third parties** who support our services.
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How We Use It

- To **run Issimo Markets** and deliver services.
 - To **process payments** and verify your identity.
 - To **contact you** about accounts, updates, and offers (you can opt out).
 - To **prevent fraud** or meet legal obligations.
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Who We Share It With

- **Trusted providers** (e.g., payment processors, IT/cloud providers, Gmail, MailChimp).
 - **Government authorities** when legally required.
 - **Never sold** to third parties.
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Overseas Storage

Some providers may store your information overseas. We ensure they protect your information to Australian standards.

Protecting Your Data

- We use security measures to protect personal information.
 - We only keep your information as long as needed, then securely delete it.
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If There's a Data Breach

- We will **notify you and the OAIC** if your data is affected.
 - We will explain what happened and what steps you can take.
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Your Rights

- You can **access** the information we hold about you.
 - You can **ask us to correct** it if it's wrong.
 - Contact: **privacy@issimo.com**
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Complaints

- Contact us first at **privacy@issimo.com**.
 - If unresolved, contact the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au or phone 1300 363 992.
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This summary is a simplified guide. Please refer to the Full Privacy Policy below for complete details.

Full Privacy Policy

1. Purpose of this Policy

Issimo Holdings Pty Ltd (“Issimo”, “we”, “us” or “our”) is committed to protecting your privacy and handling your personal information in accordance with the *Privacy Act 1988 (Cth)* (“Privacy Act”), including the Australian Privacy Principles (“APPs”).

This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information. It also sets out your rights and how you can contact us in relation to privacy matters.

2. Scope

This policy applies to all personal information we collect from stallholders, customers, contractors, suppliers, employees and other individuals with whom we interact in the course of operating Issimo Markets.

3. Information We Collect

We may collect the following types of personal information:

- **Identity details** – name, date of birth, gender, nationality, family details.
- **Contact details** – phone number, email, postal and residential address, third-party usernames.
- **Business details** – stallholder information, ABN, business address.
- **Financial information** – bank account details, payment card details and other details used to transact with us.
- **Statistical information** – online and offline preferences, habits, movements, trends, decisions, associations, memberships, finances, purchases and other information for statistical purposes.

- **Technical information** – IP address, computer, network and browser information, cookies and analytics data.
- **Communications** – correspondence with us, participation in surveys, competitions or promotions.

We do not knowingly collect information about children under 18 without parental or guardian consent.

4. How We Collect Information

We collect information:

- **Registrations/Subscriptions** – when you register or subscribe for an account, list or service.
- **Accounts/Memberships** – when you submit details to open an account or become a member with us.
- **Supply** – when you supply goods or services to us.
- **Contact** – when you contact us in any way (phone, email, mail, online forms).
- **Access** – when you access our website (including cookies and analytics services) or visit our premises.
- **Pixel Tags/Tracking Technologies** – including when we send email messages and measure whether they are opened.
- **Other Sources** – including advertising, your promotions, public records, mailing lists, contractors, staff, recruitment agencies and business partners.

Where we obtain personal information without your knowledge (e.g., accidental acquisition from a client), we will either delete/destroy it or notify you in accordance with the APPs.

5. Use of Personal Information

We use personal information to:

- Provide and manage our services.
 - Verify your identity.
 - Communicate with you about your account, stallholder activity, or marketplace updates.
 - Process payments and issue invoices.
 - Manage our relationship with you, including marketing (with opt-out available).
 - Conduct surveys, promotions, and competitions.
 - Investigate complaints, suspected unlawful conduct or potential breaches of our terms and conditions.
 - Comply with our legal obligations.
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6. Disclosure of Personal Information

We will **not sell your personal information**. We may disclose it:

- To trusted third-party suppliers who assist in operating our business (e.g., payment processors, IT providers, cloud and email platforms such as Gmail, and marketing platforms such as MailChimp).
- To regulators, law enforcement or government agencies as required by law.
- Where we reasonably believe an individual may be engaged in fraudulent, deceptive or unlawful activity.
- In the event of a business sale, merger or acquisition.

Cross-Border Disclosure

Some third-party providers may store information overseas. Where we disclose information outside Australia, we take reasonable steps to ensure that recipients are subject to binding obligations that uphold the APPs.

7. Data Security and Retention

We implement technical and organisational measures to protect personal information from misuse, interference, loss, and unauthorised access.

We retain information only for as long as necessary for business and legal purposes, after which it is securely destroyed or anonymised.

8. Data Breach Notification

In the event of a data breach likely to cause serious harm, we will comply with the **Notifiable Data Breaches Scheme** under the Privacy Act.

This means we will:

- Notify affected individuals as soon as practicable.
- Notify the Office of the Australian Information Commissioner (OAIC).
- Provide information about steps individuals can take to protect themselves.

If you suspect a data breach involving Issimo, please contact us immediately at privacy@issimo.com.

9. Access and Correction

You have the right to request access to the personal information we hold about you, and to request corrections if it is inaccurate, out-of-date, incomplete, or misleading.

We will respond within a reasonable timeframe in accordance with the Privacy Act.

10. Children's Privacy

Issimo's services are not directed at children under 18. We do not knowingly collect information from children without appropriate parental consent. Where we become aware that information relates to a child without consent, we will delete it.

11. Complaints

If you have concerns about how we handle your personal information, please contact us at **privacy@issimo.com**.

We will investigate and respond in writing within a reasonable timeframe. If you are not satisfied, you may contact the **OAIC**:

- Website: www.oaic.gov.au
- Phone: 1300 363 992

12. Updates to this Policy

We may update this Privacy Policy from time to time to reflect legal, regulatory or operational changes. The latest version will always be available on our website.

Last updated: September 2025