



Privacy Policy – Australian Lottery Retailer

Introduction

This Privacy Policy describes how we collect, use, disclose, and protect your personal information when you interact with our lottery retail services in Australia. We are committed to ensuring your privacy is protected in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). By using our services, you agree to the terms of this Privacy Policy.

What Information We Collect

We may collect the following types of personal information: full name, address, date of birth, email address, phone number, payment details, and identification documents for age verification. We may also collect non-personal information such as IP addresses, device type, browser information, location data, and browsing behaviour on our website.

How We Collect Information

Personal information is collected through online forms, direct communication, payment transactions, account registration, and automated technologies such as cookies and analytics services. We may also collect information from third-party sources with your consent.

Use of Your Information

We use your personal information to: verify your identity, process lottery ticket purchases, manage your account, send promotional emails, provide customer support, ensure compliance with legal obligations, and improve our services. Your information helps us maintain the integrity of our lottery operations and provide a secure environment for users.

Disclosure of Your Information

We do not sell or rent your personal information. However, we may disclose it to: regulatory bodies, our service providers, legal advisers, and law enforcement agencies if required by law. All third parties handling your data must comply with strict confidentiality obligations.

Data Security

We take reasonable steps to protect your information using industry-standard security measures such as SSL encryption, firewalls, secure servers, and data access restrictions. Despite our efforts, no system is entirely secure, and you acknowledge this risk.

Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance your browsing experience, analyze traffic, and deliver targeted advertisements. By continuing to use our site, you consent to our use of cookies as outlined in this policy.

Your Rights and Choices

You have the right to access, correct, or delete your personal information. You may also opt-out of marketing communications at any time. To exercise these rights, please contact our privacy officer using

the contact details provided below.

Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of such websites. We recommend reviewing their privacy policies before providing any personal information.

Children's Privacy

Our services are intended for users aged 18 and over. We do not knowingly collect personal information from children. If we become aware that information has been collected from a child, we will take immediate steps to delete it.

Changes to This Policy

We reserve the right to update this Privacy Policy from time to time. Changes will be posted on this page with a revised 'Last Updated' date. We encourage you to review this policy periodically.

Contact Us

If you have any questions or concerns about this Privacy Policy or the way we handle your personal information, please contact our Privacy Officer by phone: +61 2 9123 4567