

Privacy Policy

Effective Date: 21 August 2025

Last Updated: 21 August 2025

Unfold Technology Pty Ltd (“Unfold,” “we,” “our,” or “us”) values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you use our website, platform, or services.

1. Who We Are

Unfold Technology Pty Ltd is a technology distributor headquartered in Sydney, Australia. Our mission is to transform how SaaS vendors and partners engage, transact, and grow by eliminating friction and enabling rapid innovation.

2. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number, company, role/title, billing information.
 - **Account Information:** Login details, usage preferences.
 - **Transactional Information:** Records of quotes, purchases, renewals, and communications made via our platform.
 - **Technical Information:** IP address, browser type, device details, cookies, and analytics data.
 - **Communications:** Emails, messages, or support queries you send us.
-

3. How We Collect Information

- Directly from you (e.g., when you create an account, fill in forms, or contact support).

- Automatically through our website/platform (cookies, analytics, logs).
 - From third-party services integrated into our platform (where you authorise it).
-

4. Why We Collect and Use Information

We collect, hold, and use your information to:

- Provide, maintain, and improve our platform and services.
 - Process transactions and billing.
 - Personalise your user experience.
 - Communicate with you about your account, updates, or support.
 - Comply with legal obligations under Australian law.
 - Conduct analytics, research, and product development.
-

5. Sharing Your Information

We do not sell your personal information. We may share your information with:

- **Vendors and Partners:** For quoting, transactions, and renewals.
- **Service Providers:** Cloud hosting, analytics, payment processors, and support tools.
- **Legal/Regulatory Authorities:** Where required by law or regulation.
- **Business Transfers:** If we merge, acquire, or restructure our business.

All third parties we share with must handle your data in compliance with Australian privacy laws.

6. International Data Transfers

Some of our service providers may be located outside Australia (e.g., in the US, EU, or Asia). Where this occurs, we ensure appropriate safeguards are in place, consistent with the **Australian Privacy Principles (APPs)** and, where applicable, international privacy regulations.

7. Cookies and Analytics

We use cookies and similar technologies to:

- Improve site functionality and user experience.
- Track website performance and usage analytics.
- Provide personalised content.

You can manage cookies through your browser settings, but some features may not function properly.

8. Data Security

We use reasonable technical and organisational measures to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

9. Data Retention

We retain your personal information only as long as necessary for the purposes set out in this policy or as required by law.

10. Your Rights (Australia)

Under the **Privacy Act 1988 (Cth)**, you have the right to:

- Access personal information we hold about you.
- Request correction of your personal information.

- Make a complaint if you believe we have breached the Australian Privacy Principles.
-

11. International Visitors

EU/EEA & UK (GDPR)

If you are located in the European Union, European Economic Area, or the UK, you have additional rights under the **General Data Protection Regulation (GDPR)**:

- The right to access, rectify, or erase your personal data.
- The right to restrict or object to processing.
- The right to data portability.
- The right to withdraw consent at any time (where processing is based on consent).
- The right to lodge a complaint with your local Data Protection Authority.

Our legal basis for processing your personal data may include:

- Consent (where you have provided it).
- Performance of a contract.
- Compliance with legal obligations.
- Legitimate business interests (e.g., providing and improving our services).

California, USA (CCPA/CPRA)

If you are a California resident, you have rights under the **California Consumer Privacy Act (CCPA)** and the **California Privacy Rights Act (CPRA)**, including:

- The right to know what personal information we collect, use, and share.
- The right to request deletion of your personal information.
- The right to opt out of the sale or sharing of your personal information (note: we do not sell personal information).
- The right to non-discrimination for exercising your privacy rights.

You may also designate an authorised agent to make these requests on your behalf.

12. Contact Us

If you have questions, requests, or complaints about this Privacy Policy or how we handle your data, please contact us:

Unfold Technology Pty Ltd
Sydney, NSW, Australia
Email: hello@unfold.technology