



## PRIVACY POLICY

1. We respect your privacy
  - 1.1. Mavlab Animal Health Pty Ltd trading as Fido's respects your right to privacy and is committed to safeguarding the privacy of our customers, suppliers, and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.
  - 1.2. "Personal information" is information we hold which is identifiable as being about you. Mavlab Animal Health Pty Ltd only collects personal information from you which is reasonably necessary for conducting business, providing services to you, and meeting our legal obligations.
  - 1.3. By continuing to access to this website, you agree to comply with the terms outlined in this privacy policy.
2. Collection of personal information
  - 2.1. Mavlab Animal Health Pty Ltd trading as Fido's will, from time to time, receive and store personal information you enter onto our website, provide to us directly or given to us in other forms.
  - 2.2. You may provide basic information such as your name, phone number, address, email address, to enable us to send information, provide updates and process your product or service order or enquiry. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email

preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.

2.3. Additionally, we may also collect any other information you provide while interacting with us.

### 3. How we collect your personal information

3.1. Mavlab Animal Health Pty Ltd trading as Fido's collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services or products to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

### 4. Use of your personal information

4.1. Mavlab Animal Health Pty Ltd trading as Fido's may use personal information collected from you to provide you with information, updates and our products and services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.

4.2. Mavlab Animal Health Pty Ltd trading as Fido's may contact you by a variety of measures including, but not limited to telephone, email, sms or mail.

### 5. Disclosure of your personal information

5.1 We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our products and services.

- 5.2 We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- 5.3 We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Mavlab Animal Health Pty Ltd trading as Fido's, [www.fidos.com.au](http://www.fidos.com.au), its' customers or third parties.
- 5.4 If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.
- 5.5 By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

## 6. Security of your personal information

- 6.1 Mavlab Animal Health Pty Ltd trading as Fido's is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

- 6.2 The transmission and exchange of information is carried out at your own risk.
- 6.3 All transmission of personal information will be encrypted during on-line data transfer by using Secure Socket Layer (SSL) technology. However, we cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

## 7. Access to your personal information

7.1 You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). You have the right to review, amend, or delete the personal information we hold about you. A small administrative fee of AUD \$25.00 may be payable for the provision of information. If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [privacy@mavlab.com.au](mailto:privacy@mavlab.com.au). We will provide the information within one month.

7.2 In certain circumstances, as set out in the Privacy Act 1988 (Cth), we may refuse to provide you with personal information that we hold about you.

### 7.3 *Rectification of personal information*

If any of the information we hold on you is inaccurate or incomplete, you may ask us to correct or complete it at any time.

### 7.4 *Your right of erasure, or to be forgotten*

You may request the deletion of any email we hold on you at any time.

Be aware that requesting deletion, unlike unsubscribing from specific emails, is total and irreversible. This means that we will also lose record of you having ever been on our systems, including any previous instructions you have given us opting out of specific emails types. If you re-join our systems, by voluntarily providing your personal information, you will appear to us as a completely new data subject. This does not affect your other rights in any way.

To request deletion of your personal information, contact [privacy@mavlab.com.au](mailto:privacy@mavlab.com.au) using the email address we hold for you or otherwise proving your identity.

8. Your data protection rights under General Data Protection Regulation (GDPR)
  - 8.1 If you are a resident of the European Economic Area (EEA), you have certain data protection rights. Mavlab Animal Health Pty Ltd trading as Fido's aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data.
  - 8.2 If you wish to be informed what Personal Data we hold about you and if you want it to be removed from our systems, please contact us at [privacy@mavlab.com.au](mailto:privacy@mavlab.com.au).
  - 8.3 In certain circumstances, you have the following data protection rights:
    - 8.3.1 The right to access, update or to delete the information we have on you. Whenever made possible, you can access, update or request deletion of your Personal Data directly within your account settings section. If you are unable to perform these actions yourself, please contact us to assist you.
    - 8.3.2 The right of rectification. You have the right to have your information rectified if that information is inaccurate or incomplete.

8.3.3 The right to object. You have the right to object to our processing of your Personal Data.

8.3.4 The right of restriction. You have the right to request that we restrict the processing of your personal information.

8.3.5 The right to data portability. You have the right to be provided with a copy of the information we have on you in a structured, machine-readable and commonly used format.

8.3.6 The right to withdraw consent. You also have the right to withdraw your consent at any time where Mavlab Animal Health Pty Ltd trading as Fido's relied on your consent to process your personal information.

8.3.7 Please note that we may ask you to verify your identity before responding to such requests.

8.4 You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

## 9. Complaints about privacy

9.1 If you have any complaints about our privacy practices, please feel free to send in details of your complaints to The Privacy Officer, Mavlab Animal Health Pty Ltd., PO Box 3186, Logan City DC, QLD 4114, Australia. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

## 10. Changes to Privacy Policy

10.1 Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all

modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy. This policy is effective from 27th November 2024.

## 11. Website

### 11.1 *When you visit our website*

When you come to our website ([www.fidos.com.au](http://www.fidos.com.au)) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

### 11.2 *Cookies*

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programmes that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website.

Our website may from time to time use cookies to anonymously analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

You can find out more information about cookies at [www.allaboutcookies.org](http://www.allaboutcookies.org).

### 11.3 *Third party sites*

Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Mavlab Animal Health Pty Ltd trading as Fido's is not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

#### 11.4 *Children's Privacy*

Our Product and Service does not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Children have provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.