

At NepNeeds, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit our website or use our online grocery services in Melbourne, Australia. This policy complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988.

1. Information We Collect

We collect the following types of information:

- **Personal Information:** When you create an account, place an order, or contact us, we may collect:
 - Name
 - Email address
 - Phone number
 - Delivery address
 - Payment details (processed securely via third-party payment providers)
- **Non-Personal Information:** When you visit our website, we may collect:
 - Browser type
 - Device information
 - Browsing behavior (e.g., pages visited, time spent)
- **Cookies and Tracking Technologies:** We use cookies to enhance your experience, analyze website performance, and deliver personalized content. You can manage cookie preferences via your browser settings.

2. How We Use Your Information

We use your information to:

- Process and fulfill your grocery orders
- Manage your account and provide customer support
- Send order confirmations, updates, and promotional offers (with your consent)
- Improve our website and services
- Comply with legal obligations

3. How We Share Your Information

We do not sell or rent your personal information for marketing or any other reason. We may share it with:

- **Service Providers:** Third parties who assist with payment processing, delivery, or website analytics (e.g., payment gateways, courier services).
- **Legal Requirements:** If required by law or to protect our rights, we may disclose your information to authorities or legal advisors.
- **Business Transfers:** In the event of a merger or acquisition, your information may be transferred to the new entity.

4. Data Security

We implement reasonable security measures, such as encryption and secure servers, to protect your information. However, no system is completely secure, and we cannot guarantee absolute security.

5. Your Rights

Under the Australian Privacy Principles, you have the right to:

- Access and correct your personal information
- Request deletion of your data (subject to legal obligations)
- Opt out of marketing communications
- Lodge a complaint with the Office of the Australian Information Commissioner (OAIC)

To exercise these rights, contact us at contact@nepneeds.com

6. Data Retention

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

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices and encourage you to review their policies.

8. International Data Transfers

Your information is stored and processed in Australia. If we transfer data overseas, we ensure compliance with Australian privacy laws.

9. Changes to This Privacy Policy

We may update this policy from time to time. Changes will be posted on this page with an updated effective date.

10. Contact Us

If you have questions about this Privacy Policy, contact us at:

Email: contact@nepneeds.com