

GOLDIES

Privacy Policy

Last updated: 19 June 2026

Goldies (“Goldies,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, store, and disclose your personal information when you visit our website goldiesgoodbites.com.au (the “Site”) or make a purchase from us, and outlines your rights under the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

By using our Site or providing your personal information to us, you agree to the collection and use of information in accordance with this policy.

1. Information We Collect

We collect personal information that you provide directly to us, as well as information collected automatically when you use our Site.

1.1 Information You Provide to Us

- Contact details: name, email address, phone number, billing and shipping address
- Account information: username and password, if you create an account
- Order information: products purchased, order history, and special requests
- Payment information: processed securely by our third-party payment provider, Stripe. We do not directly store full credit card numbers
- Communications: information you provide when you contact us, leave a review, or enter a promotion

1.2 Information Collected Automatically

- Device and usage data: IP address, browser type, operating system, pages viewed, and referring URLs
- Cookies and similar technologies: used for site functionality, shopping cart persistence, analytics, and (where applicable) advertising

2. How We Use Your Information

We use the personal information we collect to:

- Process and fulfil your orders, including payment, shipping, and customer service
- Create and manage your account
- Communicate with you about orders, promotions, and updates (where you have consented to marketing)
- Improve our Site, products, and customer experience
- Detect and prevent fraud or unauthorised activity

- Comply with our legal and regulatory obligations

3. How We Share Your Information

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

- Payment processors, to securely process your transactions
- Delivery and logistics providers, to fulfil and ship your orders
- IT, hosting, and platform service providers who support our Site
- Professional advisors (e.g. legal, accounting) where necessary
- Government or regulatory bodies, where required by law

Any third party we share information with is only permitted to use it for the purpose for which it was shared, and is required to handle it securely.

4. Overseas Disclosure

Some of our service providers (such as payment processors or cloud hosting providers) may store or process information outside Australia. Where this occurs, we take reasonable steps to ensure those providers protect your information in a manner consistent with the Australian Privacy Principles.

5. Cookies

Our Site uses cookies and similar tracking technologies to operate effectively, remember your preferences, and understand how visitors use our Site. You can disable cookies in your browser settings, but this may affect your ability to use certain features of the Site, such as the shopping cart.

6. Data Security

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification, or disclosure. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

7. Data Retention

We retain personal information for as long as necessary to fulfil the purposes for which it was collected, including to satisfy legal, accounting, or reporting requirements, after which it is securely deleted or de-identified.

8. Your Rights

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

- Access the personal information we hold about you

- Request correction of inaccurate or out-of-date information
- Ask us how your information is being used or disclosed
- Opt out of marketing communications at any time
- Lodge a complaint about how we handle your personal information

To exercise any of these rights, please contact us using the details in Section 11.

9. Complaints

If you believe we have breached the Australian Privacy Principles or mishandled your personal information, please contact us first so we can investigate. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

10. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated version will be posted on this page with a revised “Last updated” date.

11. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your privacy rights, please contact us at:

- Email: hello@goldiesgoodbites.com.au
- Website: goldiesgoodbites.com.au