

# **VINCERE**

## **AUSTRALIA**

### **Vincere Australia**

758 Ann Street, Fortitude Valley, QLD, 4006

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**Doc Ref:** Privacy Policy

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## 1. Definitions

- 1.1. "Client" means the person or entity who ordered products or services provided by Vincere Australia
- 1.2. "Customer Service" means the relationship between Vincere Australia staff and the Customer, with the purpose of assisting the Customer with a question they have asked.
- 1.3. "eTicket" refers to a secure electronic message sent by the Customer Vincere Australia via the Client Portal for assistance or for any questions they may have with any Service(s).
- 1.4. "Service", "Service(s)" or "Services" means any product(s) or service(s) from Vincere Auto Australia's engaged by the client.

## 2. Why and when we collect your information

- 2.1. Vincere Australia collects the information you give us either online or by email, post, facsimile, face to face, over the phone or through our partners, agents, resellers or affiliates. In most cases, the personal information Vincere Australia will collect from you is the personal information required to provide Service(s) to you. This information may include your full name, postal address, telephone number, email addresses, ABN or ACN, facsimile number, date of birth and other relevant details.
- 2.2. Vincere Australia makes use of cookies on all our website properties. A cookie is a small piece of data given to your web browser by our server to store information about preferences you may have set. Cookies are also used to track certain interactions with our website and to provide a more personalised experience. You can disable cookies by turning off said functionality in your web browser. Please bear in mind that this may result in the experience becoming degraded.

## 3. How do we use your information

- 3.1.2 We may use your information to measure interactions with our Service(s), website, or products; and to further develop or improve said Service(s), websites, or products. Your personal information may also be used for marketing or promotional purposes. If you do not wish to receive any marketing communication you can opt out and stop future delivery by following the instructions in the communications sent to you which will highlight the appropriate process, or by contacting our Customer Care team via email to [info@vincere.com.au](mailto:info@vincere.com.au)
- 3.1. Any telephone conversations you have with us may be monitored or recorded in order to facilitate staff training and for verification purposes. You will always be informed prior to any telephone conversation, and by continuing with the telephone call you are granting approval.

## 4. Disclosure of your information to third parties

- 4.1. Any information you supply to Vincere Australia or any of its related entities may be shared within the group of related entities to facilitate provisioning, maintenance and continued use of Service(s) or products. Each and every related entity share the same commitment to protecting your personal information.

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4.2. Your personal information may be provided to third parties in order for Service(s) or products to be rendered. This includes supplying web hosting or email hosting Service(s), domain name registration, renewal or transfer and other auxiliary Service(s) such as SSL certificates, SEO services and third-party offerings.

4.3. We may supply your personal information to third parties in order to provide continued support, sales, billing and administrative functions.

4.4. Vincere Australia and all of its related entities maintain strict contracts and agreements with all third party vendors and suppliers that contain privacy and confidentiality provisions which are consistent with the Australian Privacy Law obligations.

## **5. Updating your information**

5.1. You may access the personal information we store by viewing your Account.

5.2. In the event that you wish to change, modify or update your personal information, this can be achieved by completing the relevant change processes from within your Account.

5.3. In the event that you believe we may hold other personal information about you that is inaccurate, or you wish to change, modify or update this information you have provided, please contact our Customer Care team via email to [info@vincere.com.au](mailto:info@vincere.com.au) for further assistance.

## **6. Keeping your information secure**

6.1. The transfer and continued retention of any information involves a certain degree of risk irrespective of the circumstances. As such, we take account security very seriously, and keeping your information secure is very important to us.

6.2. As such, we treat all your data with the utmost security and use a variety of technologies, policies and applications to ensure your data is secured not only from external access, but also from unauthorised access or modification. This includes and is not limited to the use of firewalls, brute-force protection mechanisms, advanced and continually reviewed access controls and restrictions.

6.3. Your continued use of basic information security protections (such as ensuring strong passwords are set and that these are changed regularly and not shared with anybody) will also help to protect your security and personal information.

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## 7. SMS Marketing and Data Use

- 7.1. Vincere Australia collects and stores your phone number when you voluntarily opt in to receive SMS marketing messages. Your phone number may be used to send you transactional updates, promotional offers, order notifications, and reminders (such as cart abandonment messages). We use this information solely for the purpose of enhancing your customer experience and engagement with our services.
- 7.2. We do not sell your phone number or SMS opt-in data to third parties. We may share phone numbers with trusted service providers (such as SMS delivery platforms) strictly for the purpose of facilitating SMS communications on our behalf. All third-party service providers are required to comply with privacy and data protection laws.

## 8. SMS Abandoned Cart Notifications

- 8.1. Vincere Australia's website uses cookies to help keep track of items you put into your shopping cart, including when you have abandoned your cart. This information is used to determine when to send cart reminder messages via SMS.

## 9. Third-Party Data Sharing Disclaimer for SMS Opt-In Data

- 9.1. While we may share certain types of customer data with service providers and platforms to help us operate our business, this does not include SMS opt-in data or consent.

*"The above excludes text messaging originator opt-in data and consent; this information will not be shared with any third parties."*

## 10. Third-Party Data Sharing Disclaimer for SMS Opt-In Data

- 10.1 Location Tracking and Location-Based Services  
If you allow location tracking on our website or mobile services, we may collect geolocation data via your browser or mobile device. This data may be used to personalize offers, provide localized content or services, and enhance your overall experience. You can disable location tracking at any time through your device settings.

## 11. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes for which it was collected, or as required by law. Once data is no longer needed, it is securely deleted or anonymized.

## 12. Your Rights

You have the right to request access to, correction of, or deletion of your personal data. To exercise any of these rights, please contact us at [info@vincere.com.au](mailto:info@vincere.com.au).

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### 13. Payment Information Handling

We do not store full payment card details. All transactions are securely processed through third-party payment providers such as Stripe, who are fully PCI-DSS compliant. These providers handle your payment information in accordance with their own privacy policies and industry security standards.

### 14. Acceptance

14.1. The Customer signified acceptance of this Privacy Policy, as well as our Terms of Service, Customer Service Policy, Acceptable Use Policy and any applicable Registrant Agreement, when they submitted their order to Vincere Auto Australia for Services, and that order was accepted.

### 15. Changes

15.1. I, Vincere Australia may amend our Privacy Policy at any time. Changes to this agreement will become effective upon their publication to our website.

15.2. Continued use of the Service(s) constitutes acceptance of the amended terms. If you do not wish to accept the amended terms, you may request cancellation of your Services) inline with our cancellation policy found within our Terms of Service.

**If you have any questions about this agreement, please contact our Customer Care team via email - [info@vincere.com.au](mailto:info@vincere.com.au)**

