

iVvy Holdings Pty Ltd  
ACN 138 782 206  
(Company)

## **POLICY: Data Privacy**

**Effective Date: 25 September 2025**

## 1 INTRODUCTION

Welcome to iVvy (“iVvy”, “us”, or “we”). We are committed to protecting your privacy and ensuring the security of your personal information. This Data Privacy Policy explains how we collect, use, disclose, and protect your personal information when you use our services.

## 2 SCOPE & CONSENT

This Policy applies to individuals and entities that provide personal information to us.

By providing us with Personal Information, you consent to us collecting, using, storing and disclosing that information in accordance with this Privacy Policy.

## 3 INFORMATION WE COLLECT

We may collect and process personal information including but not restricted to the following:

- a. Contact Information: Name, email address, phone number, and postal address.
- b. Account Information: Username, password, and account preferences.
- c. Payment Information: Credit card details, billing address, and transaction history.
- d. Usage Information: IP address, browser type, operating system, cookies, and pages visited.
- e. Communication Information: Messages, feedback, and support requests.
- f. Other information: Any other information you provide to us or make available through publicly available sources.

We may collect this information from you when you voluntarily provide it to us, such as when you register for access to the Services, contact us with inquiries or use certain Services. We may also collect this information from online directories, through our websites and any social networking sites we utilise, through our related entities or associated third parties, or when we are required to do so by law.

Your personal information may be collected by iVvy if you voluntarily register for an event through an iVvy customer’s account or if you request a booking or a proposal for a service through the iVvy systems, or your data is uploaded into the system by an iVvy customer, or your data is uploaded from customer systems integrated with iVvy. iVvy customers can also create event registration websites to collect additional information from you. If an Event Attendee voluntarily provides that information in connection with registration for an event or otherwise, it will be available to iVvy and will be held by us in accordance with this Privacy Policy.

If at any time you supply Personal Information to us about any other person, you represent, and we accept that information solely on the basis that you are authorised to do so, and that the relevant person has consented to the disclosure to us.

## 4 HOW WE USE YOUR INFORMATION

We may use your information for the following purposes:

- a. Service Delivery: To provide, operate, and maintain our services.

- b. Account Management: To manage your account, including billing and authentication.
- c. Customer Support: To respond to your inquiries and provide customer support.
- d. Communication: To send you updates, notifications, and promotional materials (you may opt out at any time).
- e. Improvement and Development: To improve our services and develop new features.
- f. Compliance: To comply with legal obligations and enforce our terms and conditions.

## 5 SHARING YOUR INFORMATION

As a global business, we may transfer your personal information to countries outside of your home country. We ensure that such transfers comply with applicable data protection laws and implement appropriate safeguards.

We may disclose your Personal Information to third parties in certain circumstances including:

- a. if you agree to the disclosure.
- b. where required for our operational purposes.
- c. for the primary purpose for which it was collected, e.g. to provide you with Services or to facilitate the provision of those Services to you.
- d. to our Associated Third Parties including service providers and business partners.
- e. where you would reasonably be expected to consent to information of that kind being passed to a third party (for example where you have requested information, products or services from them).
- f. where disclosure is required or permitted by law, by court order or to investigate suspected fraud or other unlawful activity.
- g. to conduct promotions or competitions in connection with our business.
- h. where it is required to be disclosed for audit purposes.
- i. to our Related Entities.
- j. if disclosure will prevent or lessen a serious or imminent threat to someone's life or health.
- k. if applicable, to fraud checking agencies.
- l. in connection with obtaining protection for intellectual property, commercialising or exploiting our intellectual property.
- m. to parties involved in corporate transactions in which we are involved or may be involved in the future.
- n. to comply with and monitor compliance with our contractual, regulatory, governmental and other legal obligations.
- o. to third parties to assist us in carrying out the above purposes; or
- p. otherwise as authorised by law.

## 6 DATA SECURITY

We implement appropriate technical and organisational measures to protect your personal information against unauthorised access, disclosure, alteration, and destruction. Despite

our efforts, no security measure is completely secure, and we cannot guarantee the absolute security of your information.

## 7 YOUR RIGHTS

Depending on your location, you may have the following rights regarding your personal information:

- a. Access: Request access to your personal information.
- b. Correction: Request correction of inaccurate or incomplete information.
- c. Deletion: Request deletion of your personal information.
- d. Restriction: Request restriction of processing your personal information.
- e. Portability: Request transfer of your personal information to another service provider.
- f. Objection: Object to the processing of your personal information for certain purposes.

To exercise these rights, please contact us using the contact details provided below.

## 8 RETENTION OF YOUR INFORMATION

We retain your personal information for as long as necessary to fulfill the purposes outlined in this policy unless a longer retention period is required or permitted by law.

## 9 CHANGES TO THIS POLICY

From time to time we may update this Data Privacy Policy, and our Master Services Agreement, MSA (<https://www.ivvy.com/venues-terms/>), which contains additional data privacy related terms and forms part of the agreement with iVvy customers. We will notify you of any material changes by posting the new policy/MSA on our website and updating the effective date at the top of the policy/MSA.

## 10 CONTACTING US AND COMPLAINTS

If you have any questions or concerns about this Data Privacy Policy, or have a complaint, please contact us.

If you make a complaint about a privacy matter, our Privacy Officer will respond as soon as possible (but within 14 days) and advise you who in our company will have responsibility for investigating and managing your complaint.

We will try to resolve your complaint within 30 days of receiving it. If this is not possible, we will contact you and provide you with an estimate of the time it will take to investigate and manage the complaint.

### 10.1 Contact information

You should contact our Privacy Officer if:

- a. you believe someone has gained access to your Personal Information.
- b. you think that your account number, username or password have been compromised (in which case you should also immediately change your password).
- c. you believe we have breached our privacy obligations or your privacy rights in any way.

- d. you believe we have not resolved your complaint about a privacy matter in accordance with this Privacy Policy.
- e. you would like further information on our Privacy Policy; or
- f. you have any concerns over the protection of the Personal Information you have given to us or that we have collected from others.

Our Privacy Officer can be contacted as follows:

Attention: The Privacy Officer

Mail: 1/54 Siganto Drive, Helensvale, Queensland 4212 AUSTRALIA

Email: support@ivvy.com

## **10.2 Opting out**

If at any time you no longer wish to receive any additional marketing material from us or do not want your information disclosed for direct marketing or survey purposes, please unsubscribe or contact our Privacy Officer and we will remove your details from our marketing database.