



## Consumer Data Policy

Effective Date: 10/03/2026

Cause2Cure Ltd (“Cause2Cure”, “we”, “our”, or “us”) is committed to protecting the privacy and personal information of people who purchase products, make donations, or interact with our organisation through our website.

This Consumer Data Policy explains how we collect, use, store and protect personal information provided by customers when purchasing goods (such as merchandise including socks) or engaging with our organisation online.

Cause2Cure is an Australian registered charity and complies with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

### 1. Information We Collect

When you purchase products or interact with our website, we may collect the following information:

#### Personal Information

- Name
- Email address
- Phone number
- Billing and delivery address

#### Transaction Information

- Purchase details
- Order history
- Payment confirmation



### **Payment Information**

Payments are processed by secure third-party payment providers (such as Square, Stripe or similar). Cause2Cure does not store full credit card details.

### **Website Usage Data**

We may collect limited technical information such as:

- IP address
- Browser type
- Device type
- Website interaction data (cookies or analytics)

This helps us improve our website and user experience.

## **2. Why We Collect This Information**

We collect personal information to:

- Process and deliver product orders
- Issue receipts and order confirmations
- Provide customer support
- Communicate about purchases or delivery updates
- Maintain financial records required by law
- Improve our website and merchandise offerings
- Inform customers about Cause 2 Cure initiatives (if consent is provided)

We will not sell or rent your personal information to third parties.

## **3. Sharing of Information**

We may share limited personal information with trusted service providers who help us operate our services, including:

# Cause2Cure

- Payment processors
- Website hosting providers
- Delivery and shipping services
- IT and security providers

These providers are required to handle information securely and only for the purpose of delivering services to Cause2Cure.

## **4. Storage and Security**

Cause2Cure takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Security measures may include:

- Secure payment processing systems
- Encrypted website connections (SSL)
- Restricted access to customer information
- Secure cloud-based systems

Personal information is retained only as long as necessary to meet legal, financial and operational requirements.

## **5. Cookies and Website Analytics**

Our website may use cookies or similar technologies to:

- Improve website performance
- Understand visitor behaviour
- Analyse traffic and usage patterns

Users may adjust browser settings to decline cookies if preferred.

## **6. Marketing Communications**

If you opt-in, Cause2Cure may send occasional updates about:



- New merchandise
- Fundraising initiatives
- Events and campaigns supporting Motor Neuron Disease research

You may unsubscribe from these communications at any time.

## **7. Access and Correction**

You may request access to personal information we hold about you or ask us to correct inaccurate information.

Requests can be made by contacting us at:

Email: [info@cause2cure.com.au](mailto:info@cause2cure.com.au)

Website: [www.cause2cure.com.au](http://www.cause2cure.com.au)

## **8. Complaints**

If you believe your personal information has been handled improperly, please contact us 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).

## **9. Changes to This Policy**

Cause2Cure may update this Consumer Data Policy from time to time. Updated versions will be published on our website.

## **10. Contact**

For questions about this policy or how we handle personal information:

Cause2Cure Ltd

Email: [info@cause2cure.com.au](mailto:info@cause2cure.com.au)