

# Privacy Policy

## Effective from 1 October 2026

### 1. Summary of our commitments

- 1.1 This Privacy Policy (Policy) applies to the collection, storage, use and dissemination of your personal information by Pickles Auctions Pty. Limited and those related bodies corporate listed in clause 11 below (**Pickles**, “**we**”, “**us**”) through your use of the [www.pickles.com.au](http://www.pickles.com.au) website (**Website**) or otherwise throughout your interactions with any of Pickles physical branches or auction houses.
- 1.2 We are committed to protecting your privacy and that of each of our customers;
- 1.3 Pickles has developed this Policy in line with the ‘Australian Privacy Principles’ in the Privacy Act 1988 (Cth) (Privacy Act);
- 1.4 We use the information we collect on our site to improve our services; and
- 1.5 The Website may contain direct links to other sites operated by third parties. You acknowledge that such sites may not be operated by Pickles. Advertisements on such sites, and links to or from other sites, do not constitute Pickles sponsorship, approval, endorsement of the content, policies, practices or services offered on those advertisements or sites.

### 2. Collection and storage of your personal information

- 2.1 Pickles collects and holds personal information from you that is required to provide you with the goods and services you request from us. The types of personal information we collect and hold may include your name, residential and postal address, email address, telephone number, date of birth, account registration details, bidding and transaction history, payment information, driver's licence details and other identification documents used for identity verification, vehicle ownership and registration information, and records of communications and interactions with Pickles;
- 2.2 Pickles will collect your personal information directly from you when you:
  - (a) create an account with us;
  - (b) register to bid on, purchase or sell goods;
  - (c) participate in auctions;
  - (d) complete online forms;
  - (e) contact us;
  - (f) subscribe to our marketing communications; or
  - (g) otherwise interact with us through our Website, physical branches or auction houses.
- 2.3 All the information that we gather is stored on a combination of a secure third party data storage providers and internal systems that are protected by state of the art ‘firewalls’.

Although we make no guarantee as to the absolute security of your personal information, we will use all reasonable measures to maintain its security.

- 2.4 We may also link your personal information with your associated account, transactions, bidding activity, identity verification records and customer interactions for the purposes listed in section 3 below.

### **3. How we use your personal information**

- 3.1 We use and disclose the personal information we collect from you to:

- (a) set up and activate your account with Pickles;
- (b) verify your identity;
- (c) consider your request for a product or service;
- (d) enable us to provide a product or a service to you;
- (e) coordinate delivery of your goods;
- (f) facilitate and process your online bids and purchases, including processing your payments for items ordered or won as the winning bidder of an auction item;
- (g) carry out or respond to your queries or requests;
- (h) facilitate your entry into competitions run through the Website
- (i) undertake fraud prevention activities;
- (j) comply with legal and regulatory requirements;
- (k) perform administrative and operational tasks (including risk management, systems development and testing, staff training and collecting debts);
- (l) facilitate product reviews and to seek your feedback in relation to particular products, customer satisfaction and our relationship with you and to manage any customer concerns or complaints;
- (m) use in direct marketing of promotions, products and services that may be of interest to you, including to add to a database compiled by us for this purpose; and
- (n) monitor or improve the quality and standard of service that we provide to you.

- 3.2 Customers who no longer wish to receive marketing emails from us may unsubscribe at any time by notifying us or by clicking the unsubscribe button in one of our emails.

### **4. Disclosure of personal information to third parties**

- 4.1 In some instances, Pickles will be required to pass on your information to third parties where that information is related to Pickles administering or facilitating the purchase of a good or service by you.

- 4.2 Third parties to whom we disclose your personal information may include:

- (a) our related body corporates;
- (b) credit providers to facilitate the provision of credit or finance to you;
- (c) warranty product providers to facilitate the provision of a warranty product to you;
- (d) insurance product providers to facilitate the provision of an insurance product to you;
- (e) third party service providers to assist us in facilitating the provision of a service or

obligation to you and to assist us in improving our services to you, and to analyse trends in sales and better understand your needs or to develop, improve and market our products and services to you;

- (f) third party service providers for use in direct marketing of promotions, products and services that our third party service providers think may be of interest to you, including to add to a database compiled for this purpose;
- (g) relevant third parties to undertake fraud checks;
- (h) various regulatory bodies and law enforcement officials and agencies to protect against fraud and for related security purposes;
- (i) various regulatory or investigative bodies, statutory appointments and law enforcement officials and agencies as required by law;
- (j) our agents; and
- (k) our successors and/or assigns in the event of a merger, acquisition or sale of the whole or part of our business.

4.3 Some of the recipients to whom we disclose your personal information may be based overseas in New Zealand and Malaysia.

## 5. Your rights

- 5.1 Under the Privacy Act, you have a right to request access to the personal information we hold about you using the contact details set out below. We will respond to your request within a reasonable period of receipt. Pickles may in certain circumstances charge you for providing access to your personal information. We will also require you to verify your identity before providing you with access to your personal information, to ensure that we do not provide information to anyone who does not have the right to that information.
- 5.2 Pickles uses all reasonable endeavours to keep personal information it holds accurate, complete, up-to-date, and relevant. However, if you believe that this is not the case in relation to any personal information we hold about you, you have the right under the Privacy Act to request that we correct that information using the contact details set out below. We will use reasonable endeavours to correct your personal information as requested within a reasonable period of receipt of your request. Pickles will not charge you for this service. If applicable, any legal requirement on us to maintain certain records of your personal information shall prevail over any of your requests.
- 5.3 If you have a complaint regarding the way your personal information is being handled by us, please contact our Privacy Officer using the contact details set out below. We will acknowledge and respond to your complaint within a reasonable timeframe.
- 5.4 If you require any further information on the Policy, or would like to read, correct or delete any of your personal information, or otherwise have a complaint regarding the way your personal information is being handled by us, our contact details are as follows:

### **In writing**

Privacy Officer  
Level 6, 130 Pitt Street

Sydney NSW 2000

## By email

[compliance@pickles.com.au](mailto:compliance@pickles.com.au).

- 5.5 If you are not satisfied with the way your privacy-related complaint is being handled by us after you have been through our internal complaints process, you may also lodge a complaint through the Office of the Australian Information Commissioner if your complaint is about your privacy:

Office of the Australian Information Commissioner

Visit: [oaic.gov.au](http://oaic.gov.au)

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Phone: 1300 363 992

Mail: GPO Box 5218, Sydney NSW 2001

## 6. Cookies and Tracking

- 6.1 We reserve the right to use a feature of your browser called a “cookie” to assign a “User ID.” Cookies, by themselves, cannot be used to find out your identity or the identities of any of our users, but only identifies your computer to our servers when you visit our site.
- 6.2 Cookies are commonly used by websites on the Internet for identification purposes and to allow functions on websites to work as intended. Cookies are a small data file transferred to your device that recognises and identifies your device and allows your device to ‘remember’ information from the Website for future use. Cookies do not contain any information that personally identifies you and we do not use Cookies in order to obtain such information – your personal information can only be obtained by Pickles if you actively provide it to us. The information collected by way of Cookies is about our visitors as a whole, not about individuals. Your device should allow you to refuse Cookies if you wish by changing the settings.
- 6.3 We will track web traffic patterns throughout the Pickles Website.

## 7. Updates to our Policy

- 7.1 Pickles may change, alter or modify our Policy from time to time without prior notice to you.
- 7.2 We will always post changes in our Policy on this page, so that you are always aware of what information we collect and how we use it.

## 8. Children

- 8.1 Pickles requests that a child’s parent or legal guardian consent to their child’s use of the

Website and explain this Policy to them. All persons under the age of 18 must obtain the consent of their parent or legal guardian before submitting their personal information.

- 8.2 If a child under the age of 18 has provided us with personal information without the consent of their parent or legal guardian, their parent or legal guardian may request that the child's personal information may be removed by contacting us at the details in section 5.4 above.

## 9. Applicable Law

- 9.1 The Website is controlled by us from our offices in New South Wales, Australia.
- 9.2 Those who choose to access the Website from locations outside Australia do so at their own initiative and are responsible for compliance with local laws. This Privacy Policy will be governed by and construed in accordance with the laws of New South Wales, Australia.
- 9.3 You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of New South Wales. If any provision of this Policy is found to be invalid or unenforceable by a court of law, such invalidity or unenforceability will not affect the remainder of this Privacy Policy which will continue in full force and effect.

## 10. Security

- 10.1 Due to the nature of the Internet, we provide no guarantee or warranty regarding the security of your personal information during transmission to us or storage by us and you acknowledge that you disclose your personal information to us at your own risk.
- 10.2 We will use all reasonable endeavours to maintain the security of your personal information and to protect your personal information from misuse, interference and loss and against unauthorised access, modification or disclosure.
- 10.3 We seek to use reasonable organisational, technical, and administrative measures to protect information within our organisation. If you have reason to believe that your interaction with us is no longer secure please immediately notify us by contacting us via email at [security@pickles.com.au](mailto:security@pickles.com.au).

## 11. Our Businesses

This Privacy Policy applies to Pickles' related bodies corporate as follows:

- (a) Oxlip Pty Ltd
- (b) PVT Sales Pty Limited
- (c) Hassall Auctions Pty Ltd
- (d) Australian Auctions Pty Ltd
- (e) Hassalls (NZ) Pty Ltd