



Privacy Policy

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1. Introduction

This Privacy Policy governs the manner in which Gelos Enterprises (Gelos) collects, uses, maintains and discloses information collected from you by the Gelos website ('Site'). This Privacy Policy applies to the Site and all products and services offered by Gelos.

2. How does Gelos collect personal identification information?

We may collect personal identification information from you in a variety of ways, including, but not limited to, when you visit our site, register on the site, place an order, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. You may be asked for, as appropriate, name, email address, phone number. We won't collect any sensitive information from you (such as religious beliefs, sexual orientation or criminal records).

3. How will I know you have collected my personal information?

When we collect your information through the above methods, we will send you a confirmation email. This email will include the reason we collected your information and how to contact us about it.

4. What if I don't want to give you my personal information?

You may visit our Site anonymously. We will collect personal identification information from you only if you voluntarily submit such information to us. You can always refuse to supply personal identification information, except that it may prevent you from engaging in certain Site-related activities.

5. How does Gelos use my collected personal information?

Gelos may collect and use your personal information for the following purposes:

5.1 To improve customer service

Information you provide helps us respond to your customer service requests and support needs more efficiently.

5.2 To personalise user experience

We may use information in the aggregate to understand how our users as a group use the services and resources provided on our Site.

5.3 To improve our Site

We may use feedback you provide to improve our products and services.

5.4 To process payments

We may use the information you provide about yourself when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.

5.5 To send periodic emails

We may use the email address to send you information and updates relating to your order. It may also be used to respond to your enquiries, questions, and/or other requests. If you decide to opt-in to our mailing list, you will receive emails that may include company news, updates, related product or service information. If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

6. How does Gelos protect my information?

We comply with the Privacy Act 1988

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and you happens over a SSL secured communication channel and is encrypted and protected with digital signatures. Our Site also complies with PCI vulnerability standards to create as secure an environment as possible for you.

7. Does Gelos use or share my personal information for direct marketing?

We do not sell, trade, or rent your personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and you with our business partners, trusted affiliates and advertisers for the purposes outlined above.

We may use your personal information to keep you informed about our products and services. You can opt out of receiving direct marketing information from us at any time.

8. Is Gelos likely to disclose personal information to overseas recipients?

We do not currently share information with entities located in other countries. If we did, we would require these external organisations to comply with the Australian Privacy Principles.

9. How can I update my personal information?

We realise that your personal information may change, such as when you move house. In most cases you can change your details over the telephone or via the Gelos website.

10. How can I find out about the personal information that Gelos holds about me?

You have the right to access your personal information that we hold, with some exceptions. To make a request you need to complete a form, which can be obtained by contacting us.

Gelos can refuse your request in certain circumstances, such as:

- giving access would have an unreasonable impact on the privacy of other individuals
- giving access is likely to interfere with law enforcement activities.

11. About this policy

11.1 Changes to this Privacy Policy

Gelos has the discretion to update this Privacy Policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage you to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

11.2 Your acceptance of these terms

By using this Site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed as your acceptance of those changes.

12. Contact Gelos Enterprises

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

[Gelos Enterprises website](#)

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