

Privacy Policy

Zepter World Australia Pty LTD

Last updated: 05/12/2026

At Zepter World Australia Pty LTD we are committed to protecting your privacy and handling your personal information in an open and transparent manner.

This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information when you use our website, purchase our products, participate in our programs, or otherwise interact with us.

This Privacy Policy is prepared in accordance with the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (“APPs”).

1. Information We Collect

We may collect personal information that is reasonably necessary for our business activities, including:

- Full name
- Billing and shipping address
- Email address
- Telephone number
- Payment information
- Purchase and order history
- Customer support communications
- Marketing preferences
- Account login details
- IP address and device/browser information
- Website usage and analytics data

We may also collect information through cookies, analytics tools, and similar technologies.

2. How We Collect Information

We collect personal information when you:

- Create an account

- Place an order
- Subscribe to newsletters or marketing communications
- Contact customer support
- Participate in promotions, loyalty programs, or surveys
- Browse or interact with our website
- Submit forms through our website or social media channels

Where practical, we will collect information directly from you.

3. How We Use Your Information

We may use your personal information to:

- Process and fulfill orders
- Deliver products and services
- Provide customer support
- Manage your account
- Communicate with you regarding orders, returns, or inquiries
- Improve our products, services, and website
- Conduct analytics and internal reporting
- Prevent fraud or unauthorized activity
- Comply with legal obligations
- Send marketing communications where permitted by law

4. Marketing Communications

Where you have consented, we may send you promotional emails, SMS messages, newsletters, and other marketing communications regarding our products, services, promotions, and events.

You may opt out of marketing communications at any time by:

- Clicking the “unsubscribe” link in our emails,
- Replying STOP to SMS communications where applicable, or
- Contacting us directly.

We comply with the Spam Act 2003 (Cth) regarding electronic marketing communications.

5. Cookies and Analytics

Our website may use cookies, pixels, analytics tools, and similar technologies to:

- Improve website functionality,
- Analyze website traffic and user behavior,
- Personalize content and advertisements,
- Enhance user experience.

These technologies may include services provided by third parties such as:

- Google
- Meta
- HubSpot
- Stripe
- PayPal

You may disable cookies through your browser settings, although some website functionality may be affected.

6. Disclosure of Personal Information

We may disclose your personal information to:

- Related companies within the Zepter group,
- Payment processors,
- Delivery and logistics providers,
- IT service providers and hosting partners,
- Marketing and analytics providers,
- Professional advisers,
- Government authorities where required by law.

We do not sell personal information to third parties.

7. Overseas Disclosure

Some third-party service providers may store or process personal information outside Australia, including in countries where privacy laws may differ from Australian laws.

By using our services, you acknowledge that your personal information may be transferred overseas where reasonably necessary for our business operations.

We take reasonable steps to ensure that overseas recipients handle personal information in a manner consistent with Australian privacy laws.

8. Data Security

We take reasonable technical and organizational measures to protect personal information against:

- Unauthorized access,
- Misuse,
- Interference,
- Loss,
- Modification, or
- Disclosure.

However, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

9. Access and Correction

You may request access to the personal information we hold about you and request corrections if the information is inaccurate, incomplete, or outdated.

We may require identity verification before processing such requests.

To make a request, please contact us using the details below.

10. Retention of Information

We retain personal information only for as long as reasonably necessary to:

- Provide services,
- Comply with legal obligations,
- Resolve disputes,
- Enforce agreements,
- Maintain business records.

When personal information is no longer required, we will take reasonable steps to securely destroy or de-identify it.

11. Third-Party Websites

Our website may contain links to third-party websites or services.

We are not responsible for the privacy practices, policies, or content of third-party websites.

Users should review the privacy policies of those third parties independently.

12. Children's Privacy

Our website and services are not directed to individuals under the age of 18.

We do not knowingly collect personal information from children.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be published on this page with an updated revision date.

Continued use of our website or services after updates constitutes acceptance of the revised Privacy Policy.

14. Contact Us

If you have questions, requests, or complaints regarding this Privacy Policy or the handling of your personal information, please contact us:

Zepter Australia

Zepter World Australia Pty LTD
26-28 Shields Street, Cairns City Queensland 4870
0415 355 808
zelgajic@zepter.at

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC):

[Office of the Australian Information Commissioner \(OAIC\)](#)