



HILL TOP GROUP PTY LTD – PRIVACY POLICY

This Privacy Policy describes how Hill Top Group Pty Ltd ("we," "us," or "our") collects, uses, shares, and protects personal information that is obtained through our website www.hilltop-group.com ("Website"). This Privacy Policy applies to individuals who visit our Website and use the services we offer. By accessing or using our Website, you consent to the practices described in this Privacy Policy.

1. Collection of Personal Information

- 1.1 Personal Information We Collect
- 1.2 We may collect the following types of personal information from you:
 - 1.3 Contact information, such as your name, email address, phone number, and postal address.
 - 1.4 Demographic information, such as your age, gender, and location.
 - 1.5 Information you provide when submitting inquiries or contacting us.
 - 1.6 Information related to your preferences and interests.
 - 1.7 Information provided when participating in surveys, contests, or promotions.
 - 1.8 Information obtained through the use of cookies and similar tracking technologies (for more information, please see Section 4).
 - 1.9 Any other information you choose to provide to us.

2. Collection Purposes

- 2.1 We collect personal information for the following purposes:
 - 2.2 To provide and maintain our services and improve our Website.
 - 2.3 To process and respond to inquiries, requests, or feedback.
 - 2.4 To personalize user experiences and deliver relevant content.
 - 2.5 To communicate with you about our products, services, and promotions.
 - 2.6 To conduct surveys, contests, and market research.
 - 2.7 To comply with legal obligations and enforce our terms and conditions.

3. Use and Disclosure of Personal Information

- 3.1 Use of Personal Information
- 3.2 We may use your personal information for the following purposes:
 - 3.3 To operate and improve our Website and services.
 - 3.4 To send you administrative information, updates, and service-related communications.
 - 3.5 To respond to your inquiries, requests, or comments.
 - 3.6 To personalize your experience on our Website.
 - 3.7 To provide you with marketing and promotional materials, subject to your consent.
 - 3.8 To conduct surveys, contests, and market research.
 - 3.9 To protect our rights, enforce our terms and conditions, and comply with applicable laws.

4. Disclosure of Personal Information

- 4.1 We may disclose your personal information to the following parties:
 - 4.2 Our employees, contractors, and service providers who need to access the information to perform services on our behalf.
 - 4.3 Third-party vendors, partners, or affiliates who provide services or products related to our business.
 - 4.4 Law enforcement agencies, government authorities, or other third parties as required by law or to protect our legal rights.

5. Data Security

- 5.1 We implement reasonable security measures to protect your personal information from unauthorized access, loss, misuse, or alteration. However, no data transmission over the internet or electronic storage system is completely secure. Therefore, we cannot guarantee the absolute security of your personal information.



6. Cookies and Tracking Technologies

6.1 Our Website may use cookies and similar tracking technologies to enhance your user experience, analyse trends, and gather demographic information. This information is used to improve our services, customize content, and deliver targeted advertisements. You can manage your cookie preferences through your browser settings.

7. Third-Party Websites

7.1 Our Website may contain links to third-party websites or services. We are not responsible for the privacy practices or content of these third-party sites. We encourage you to review the privacy policies of those websites before providing any personal information.

8. Access and Correction

8.1 You have the right to access and correct the personal information we hold about you. If you would like to review, update, or correct your information please send an email to accounts@hilltop-group.com.

9. Complaints

9.1 If you have a complaint about our Privacy Policy, your complaint should be directed in the first instance to us at e-mail: accounts@hilltop-group.com. After investigation of your complaint and attempt to resolve any breach that might have occurred in relation to the collection, use or destruction of personal information held by us about you in accordance with the Commonwealth Privacy legislation. If you are not satisfied with the outcome, then you may request that an independent person (usually the Commonwealth Privacy Officer) investigate your complaint.

10. Changes to Privacy Policy

10.1 If Hill Top Group decides to change its Privacy Policy, it will post changes on this privacy policy page so that users are always aware of what information is collected, how it is used and the way in which information may be disclosed. As a result, please remember to refer to this Privacy Policy regularly to review any amendments. This Privacy Policy was last updated in August 2023. Future updates will be published at our website from time to time.

Contacting Us If you require further information regarding our Privacy Policy, contact us at the following address:

Email: accounts@hilltop-group.com