Privacy Policy

Effective Date: 3 March 2026

This Privacy Policy describes how **Broadway Pet Store** ("we," "us," or "our") collects, uses, and discloses information in connection with your use of the **Broadway Pet** mobile application (the "App"). We are committed to protecting your personal information and complying with the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)*.

The default language for this policy is English (Australia) – en-AU.1. Information We Collect

We collect information when you interact with the App, which is primarily designed to help you explore our local pet store and stay connected.Information You Directly Provide

You may provide us with the following personal information when using the App's features, specifically in the "Contacts" section:

- **Contact/Visit Planning Information:** When you choose a date and time for a visit and send a note to the shop, we collect the details you provide. This may include your **Name** (implied for visit planning), **Email Address** (if you choose to provide it or if it is automatically included by your device for the note), the **Date and Time of your requested visit**, and any **Notes/Messages** you send to us.

Automatically Collected Information

- **Notification Preferences:** If you choose to "turn on notifications about new products and discounts," your device's unique notification identifier (such as a device token) is collected to allow us to send you updates.
- **Usage Data:** We may collect non-personal information about how you access and use the App, such as the product categories you view (Birds, Cats, Dogs, Fish, etc.) to understand user interest and improve the App.

2. How We Use Your Information

We use the information we collect for the following purposes:

- **To Facilitate and Manage Your Visits:** To process and prepare for the store visits you book via the App, ensuring our staff is ready to help you when you arrive.
- **To Communicate with You:** To respond to your notes or inquiries sent through the App's contact feature.
- **To Send Notifications:** To send you notifications about new products and discounts if you have opted-in to this service.
- **To Operate and Improve the App:** To ensure the App functions correctly, understand which sections are most popular (e.g., product categories), and enhance the user experience.

3. Disclosure of Information

We do not sell, trade, or otherwise transfer your personal information to outside parties.

We may only disclose your information:

- To our employees and staff who require the information to manage your visit requests and fulfil the App's purpose.
- When required to do so by law (e.g., in response to a court order or subpoena).

4. Security of Your Information

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, and unauthorised access, modification, or disclosure. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.5. Access and Correction

You have the right to request access to the personal information we hold about you and to request that we correct any inaccurate information. If you wish to access or correct your personal information, please contact us using the details below.6. Your Choices

- **Notifications:** You can turn off product and discount notifications at any time by adjusting the settings within the App.
- **Contact Information:** You control the information you provide when you plan a visit and send a note. If you do not provide this information, we will not be able to process your specific visit request.

7. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Effective Date" at the top. You are advised to review this Privacy Policy periodically for any changes.8. Contact Us

If you have any questions about this Privacy Policy, our information handling practices, or if you would like to make a complaint, please contact us:

Broadway Pet Store

Email: info@broadwaypetstores.site