

Privacy Policy

1. This Privacy Policy describes the way that we collect, hold and disclose information about individuals.
2. We may vary this Privacy Policy from time to time at our sole discretion. We will post any amended or updated policy on our app/website. Changes to this Policy are effective when they are posted on this page regardless of whether you have actual notice of those changes.
3. We recognise the importance of protecting the privacy of information collected about visitors and registered users of our app and in particular information that is capable of identifying an individual (“personal information”).
4. We provide an online platform which allows for and facilitates peer to peer renting of consumer goods between users.
5. For the purpose of providing these services, we collect personal information. We usually collect the following kinds of personal information:
6. name, email address, physical address and any information you provide during registration and on your user profile;
7. information about people’s dealings with us;
8. other information disclosed in the course of users providing feedback and general communications.
9. If you do not give us the personal information which we ask you for, it may affect our ability to provide the services to you.
10. We use your personal information for the purposes for which it was collected and related purposes, including to:
 - (a) provide the services to you, to manage an account for the services, and to improve the services;
 - (b) provide you with information, if you tell us you want to receive it, about developments, events or other products and services that may interest you;
 - (c) facilitate our internal business operations, including to fulfil our legal and accounting requirements;
 - (d) create, improve or edit content on our app;
 - (e) billing related matters;
 - (f) assist us to engage in any marketing and advertising related to our business;
 - (g) investigate complaints;
 - (h) monitor use of the app;
 - (i) provide customer support;
 - (j) on a confidential basis to external service providers so that they can provide financial, administrative, IT or other services in connection with the operation of our business;
 - (k) share with our affiliates, agents and representatives for any of such purposes; and
 - (l) do any other act reasonably connected to help fulfil the obligations as stated in this Privacy Policy and/or other legal terms which we choose to implement at our discretion.
11. We may also share your personal information with your consent.

12. By providing us with your email address you consent to us using your email address to send you notices related to our service, including any notices required by law, in lieu of communication by postal mail.
13. We may send you other messages in the course of operation of our service, such as notifications from other users, updates about changes and features of our service, and important news that may impact your use of the service. These communications are considered directly related to your use of the service, and may contain banners, ads or promotional material.
14. We may use your information in its dealings with organisations in the course of providing you with additional services related to the service. When you purchase, register, or otherwise express interest in a product or service offered by a third party through us or sponsored on our app, you consent to us sharing your personal information with those parties. When you choose to participate in rewards programs, contests, discount offers, or other programs that involve third parties, you authorize us to share your personal information with those parties. Such third parties are authorised to use information that is disclosed to them, in accordance with contracts between us and third parties. In these cases, we will only share the information reasonably needed to provide you with information about such rewards programs, contests, discount offers or other programs. Information that is shared with third parties is subject to the privacy policies of those parties, which may differ from this Privacy Policy. You agree to bear all risks associated with sharing your information with any such third parties.
15. Except as otherwise described in this Privacy Policy, we will not disclose personal information to any third party unless required to do so by law or if we believe it is necessary to:
 - (a) comply with the law or aid any affiliates to comply with the law;
 - (b) investigate, prevent, or take action regarding suspected or actual illegal activities;
 - (c) enforce any other legal provisions which we may institute from time to time;
 - (d) investigate or resolve complaints involving us giving rise to any civil liabilities;
 - (e) to protect the security or integrity of our app; and/or
 - (f) to aid any other Government agency in the investigation of matters or for the protection of the rights, property, or personal safety of us, our users or others.
16. We take reasonable steps to protect all information which we hold (including your personal information) from misuse, loss, unauthorised access, modification or disclosure.
17. We take reasonable steps to hold information securely in electronic or physical form. We store information in access controlled premises or in electronic databases requiring logins and passwords.
18. You may request access at any time to personal information we hold about you. We may charge you a fee where access is provided. We may refuse to provide access if the National Privacy Principles allow us to do so.
19. Our servers automatically log information created by your use of our app. Such information may include your IP address, browser type, the referring domain, pages visited and search items.

20. We use a variety of services hosted by third parties to help provide our services.
These services may collect information sent by your browser as part of a webpage request, such as cookies or your IP request. However, we have no access to or control over such cookies or the information that these services collect – this Privacy Policy applies solely to information collected by us.
21. Following termination or deactivation of your account, we are entitled to retain your information for a reasonable time for backup, archival, or audit purposes, or to maintain and improve our service. Furthermore, we may retain and use all information contained in your communications to other users or posted to public areas of the app.
22. There is always a risk involved in sending information through any channel over the internet and you send information over the internet entirely at your own risk. To the extent permitted by law, we will not be responsible for any unauthorised access or use of this information. However, you can take steps to minimise this risk by keeping your password secret.
23. By using this service, you consent to the jurisdiction of this document being in the state of New South Wales, Australia.
24. If you have any questions about this policy or if you wish to request access to your personal information, please email via support@federent.com.