

Soniclean Privacy Policy

1. About this policy

Soniclean Pty Ltd (“Soniclean”) operates under the Australian Privacy Principles as defined in the Australian *Privacy Act 1988*. This requires Soniclean to have a privacy policy. This policy outlines the personal information handling practices employed by Soniclean.

This policy is written in simple language. The specific legal obligations of Soniclean when collecting and handling your personal information are outlined in the *Privacy Act 1988* with particular reference to the Australian Privacy Principles found in that Act. Soniclean will update this privacy policy when our information handling practices change. Updates will be provided on our website.

This policy was last updated on 29 Aug 2025.

2. Overview

We collect, hold, use and disclose personal information in order to carry out our business as permitted under the [Privacy Act 1988](#) (Privacy Act).

These functions and activities include:

- Developing new products and improving existing ones
- Responding to enquiries
- Arranging payment for products and services
- Delivering products
- Providing after-sales support and customer care

Soniclean’s products, services and website are not designed, provided or intended for use by children or persons under the age of eighteen.

3. Collection of your personal information

Soniclean only collects the minimum amount of information required to carry out the activities and functions of the business.

Personal information is primarily collected when supplied to us in the course of our interaction with you. For example, when you send an email with a sales enquiry we will store your email address to allow us to send a reply.

To facilitate communication with you Soniclean may collect and store your name, the company you work for, your email address, fax number and phone numbers.

Soniclean may collect and store your address if needed to arrange billing or product delivery.

Soniclean does not collect or store any other information about you.

Your personal information is only collected when supplied by you. Soniclean does not collect personal information through any other means.

4. Additional information collected

When you interact with us electronically there are a number of other ways in which information about you may be collected.

4.1. Analytics

Soniclean may employ third party analytics companies to provide data about how you interact with our website. Presently this service is provided by Google Analytics. Information which may be collected when browsing our website include:

- your device's IP address
- device screen size
- device type, operating system and browser information
- geographic location
- referring domain and out link if applicable
- pages visited
- date and time when website pages were accessed

This information is not linked to you personally and cannot be traced to an individual. Soniclean does not disclose this information to any third parties.

4.2. Cookies

Cookies are small data files transferred onto computers or devices by websites for record-keeping purposes and to enhance functionality on the website. No cookies are created or used by the Soniclean website itself.

Browsing the Soniclean website will typically cause a Google Analytics cookie to be set due to the use of the third party Google Analytics service. The handling of Google Analytics cookies by Google is governed by [Google's Privacy Policy](#) and [Goggle's Cookies Policy](#).

Most browsers allow you to choose whether to accept cookies or not. If you do not wish to have cookies placed on your computer, please set your browser preferences to reject all cookies before accessing our website. You may also wish to clear any associated cookies which were stored before making this change. The functionality of our website will not be affected if cookies are not accepted.

4.3. Website enquiry form

If you use the enquiry form offered on our website, your name and your contact email address provided by you on the form will be stored to allow us to respond to your enquiry.

4.4. Social networking services

We use social networking services such as X (formerly known as Twitter), LinkedIn, Facebook, Instagram and YouTube to communicate with the public about our business. When you communicate with us using these services we may collect your personal information as supplied by you through these platforms, but we only use it to help us to communicate with you and the public. Your use of social networking services for any purpose (including but not limited to communication with Soniclean) gives the social media providers access to your personal information. These services have their own privacy policies and Soniclean has no control over how these services operate. You can access the privacy policies for [X \(Twitter\)](#), [LinkedIn](#), [Facebook](#) (owned by Meta), [Instagram](#) (owned by Meta) and [YouTube](#) (a part of Google) on their websites.

5. Disclosure

Regardless of how the information was collected, Soniclean does not disclose your personal information to any third parties unless this is required to carry out normal business activities or we are compelled to by law enforcement. All personal information collected by Soniclean is stored in Australia.

When shipping products you have purchased, Soniclean will disclose your delivery address to the courier company used to deliver your goods. Your address may also be disclosed to the postal service if there is a requirement to send items to you.

Soniclean will never sell the personal information it collects.

Information collected by analytics companies and social media platforms is subject to the retention and disclosure policies of the respective companies. Soniclean has no control over these processes. This information may be held outside of Australia.

6. Storage and security of personal information

Soniclean considers it a privilege to be entrusted with information about you and secures this information accordingly against unauthorised access. The primary storage of all personal information is in Australia, and we ensure that only staff who require your information have access to it. This information may be accessed by Soniclean staff and subcontractors located overseas. It may transit through or be temporarily stored on systems controlled by Google, Meta or Microsoft.

In the event of a data breach, Soniclean undertakes to alert law enforcement and all other relevant authorities within 72 hours of discovery. All reasonable steps will be taken to inform victims of the breach and its nature. On discovery of a breach Soniclean will comply with all requests by law enforcement authorities, and steps will be immediately taken to secure the relevant systems and the information held on them.

7. Accessing and correcting personal information

Under the Privacy Act (Australian Privacy Principles 12 and 13) you have the right to ask for access to personal information that we hold about you, and ask that we correct that personal information.

You can ask for access or correction by contacting us and we must respond within 30 days. If you ask, we must give you access to your personal information, and take reasonable steps to correct it if we consider it is incorrect, unless there is a law that allows or requires us not to.

We will ask you to verify your identity before we give you access to your information or correct it, and we will try to make the process as simple as possible. If we refuse to give you access to, or correct, your personal information, we must notify you in writing setting out the reasons.

If we make a correction and we have disclosed the incorrect information to others, you can ask us to tell them about the correction. We must do so unless there is a valid reason not to.

You may request that we delete any personal information we have stored about you. Such a request must be in writing. If we receive such a request and after verifying your identity we will take all reasonable steps to remove your information from all of our systems.

8. How to make a complaint

If you wish to complain to us about how we have handled your personal information you should complain in writing. Please contact us if you need help with this process.

If we receive a complaint from you about how we have handled your personal information we will determine what action we could and should take to resolve the complaint.

9. How to contact us

Soniclean's contact details are provided on [our website](#).