

## PRIVACY POLICY

### Capricorn (Australia) Pty Ltd

Capricorn (Australia) Pty Ltd (ABN 13 133 197 476), trading as **Equine Products** ("we", "our" or "us"), is committed to protecting your privacy and handling your personal information responsibly.

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

By using our website or providing your personal information, you consent to the collection, use and disclosure of your information in accordance with this Privacy Policy.

---

### Personal Information We Collect

We may collect personal information including:

- your name;
  - company or business name;
  - postal and delivery addresses;
  - email address;
  - telephone or mobile number;
  - payment and transaction information;
  - details of enquiries and correspondence;
  - products or services purchased or requested;
  - information you provide through our website, social media pages or online forms; and
  - any other information you voluntarily provide to us.
- 

### How We Collect Information

We collect personal information when you:

- contact us by phone, email or online enquiry;
- request a quotation;
- purchase products or services;
- subscribe to our newsletter or marketing communications;
- complete website forms;
- interact with us through social media; or
- otherwise communicate with us.

We may also receive personal information from authorised third parties where permitted by law.

---

### How We Use Your Information

We may use your personal information to:

- respond to enquiries and prepare quotations;
- process orders and payments;
- arrange freight and delivery;
- provide customer support;
- maintain customer records;
- send product updates, newsletters or promotional material (where permitted);
- comply with legal obligations; and
- protect our legal rights and interests.

You may opt out of receiving marketing communications at any time.

---

### Disclosure of Personal Information

We may disclose your personal information to:

- freight and logistics providers;
- payment processors and financial institutions;
- contractors, consultants and service providers;
- IT support providers;
- debt collection agencies (where necessary);
- legal, accounting and professional advisers;
- government authorities, courts or regulators where required by law; and
- any purchaser of all or part of our business.

We do not sell your personal information to third parties.

---

**Effective Date**

01 June 2026

## Website Analytics, Cookies and Advertising

Our website may use cookies and similar technologies to improve your browsing experience.

Cookies help us:

- remember website preferences;
- analyse website traffic;
- improve website functionality; and
- provide relevant advertising.

We may use services such as Google Analytics, Google Ads and Meta (Facebook) advertising, which may use cookies or similar technologies.

You can disable cookies through your web browser settings; however, doing so may affect certain website functionality.

---

## Security of Personal Information

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification and disclosure through appropriate physical, electronic and administrative safeguards.

While we take reasonable precautions, no method of internet transmission or electronic storage is completely secure. Accordingly, we cannot guarantee the absolute security of information transmitted to or from our website.

---

## Access and Correction

You may request access to the personal information we hold about you or request that we correct inaccurate or outdated information.

We will respond within a reasonable time and in accordance with the Privacy Act 1988 (Cth).

In limited circumstances permitted by law, we may refuse access.

---

## Direct Marketing

From time to time we may send newsletters, product information or promotional material that we believe may be of interest to you.

You may unsubscribe at any time by:

- clicking the unsubscribe link in our emails; or
  - contacting us using the details below.
- 

## Third-Party Websites

Our website may contain links to external websites.

Capricorn (Australia) Pty Ltd is not responsible for the privacy practices or content of third-party websites.

We encourage you to review the privacy policies of any external websites you visit.

---

## Complaints

If you believe we have breached your privacy or the Australian Privacy Principles, please contact us.

We will investigate your complaint promptly and respond in writing within a reasonable timeframe.

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

---

## Changes to this Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be published on this page and will take effect immediately upon publication.

The version published on our website at the time of your use will apply.

---

## Contact Us

If you have any questions about this Privacy Policy or wish to access, correct or update your personal information, please contact us.

**Capricorn (Australia) Pty Ltd**

ABN 13 133 197 476

**Phone:** 1300 883 256

**Mobile:** 0438 736 260

**Email:** [info@equineproducts.com.au](mailto:info@equineproducts.com.au)

**Website:** [www.equineproducts.com.au](http://www.equineproducts.com.au)

**Effective Date**

01 June 2026