



PRIVACY POLICY

Happy Hockers is committed to protecting your personal information in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs). We also collect, store and disclose information in accordance with mandatory requirements under the *Pawnbrokers and Second-hand Dealers Act 1996* (NSW) and the *Pawnbrokers and Second-hand Dealers Regulation 2021* (NSW).

1. WHAT PERSONAL INFORMATION WE COLLECT (APP 3)

We collect the following personal information:

- Name, date of birth, address, phone number, email,
- Identification documents including Driver Licence, Passport, Medicare card, Proof of age card, ID numbers and expiry dates
- CCTV footage
- Any other information required under NSW Pawnbroking legislation

2. HOW WE COLLECT PERSONAL INFORMATION

We collect information directly from you during transactions, communications, and when you enter our premises (CCTV). We also collect information required by NSW Police.

We collect information when purchasing items through our website and online selling platforms.

3. WHY WE COLLECT AND USE YOUR PERSONAL INFORMATION (APP 6)

We collect information to:

- Comply with NSW Pawnbroking legislation
- Verify identity
- Complete transactions
- Prevent fraud and theft
- Upload required data daily to NSW Police
- Process payments via LiveEFTPOS
- Maintain safety and business records

4. DISCLOSURE OF PERSONAL INFORMATION (APP 6 & APP 8)

We disclose information to:

- NSW Police through mandatory daily uploads
- LiveEFTPOS for payment processing

CHANGES TO THIS POLICY - We may update this Privacy Policy from time to time. The latest version will be available on our website or by request. Last updated: 16/12/2025



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- Software provider for compliance with the legislation
- Law enforcement and NSW Fair Trading where legally required

5. CCTV SURVEILLANCE

CCTV operates in all stores for security, safety, and crime prevention. Footage may be provided to NSW Police when required.

6. STORAGE AND SECURITY OF PERSONAL INFORMATION (APP 11)

We use secure systems, restricted access, encryption, locked storage, and secure destruction methods. Records are retained as required by law.

7. ACCESS AND CORRECTION (APP 12 & APP 13)

You may request access to or correction of your personal information. Requests may be refused in limited circumstances, such as where disclosure may affect a police investigation.

8. ANONYMITY AND PSEUDONYMITY (APP 2)

We cannot transact anonymously due to legal verification obligations under NSW law.

9. WEBSITE DATA AND COOKIES

We may collect IP address, browser details, device data, and pages viewed for analytics and security.

10. COMPLAINTS

Complaints can be directed to Happy Hockers. If unresolved, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au. Email: info@happyhockers.com.au