

Mortal MeTM

PRIVACY POLICY

1 INTRODUCTION

This document sets out the privacy policy of Mortal Me ABN 72 780 750 606 (referred to in this privacy policy as 'we', 'us', or 'our').

We take our privacy obligations seriously and we've created this privacy policy to explain how we store, maintain, use and disclose personal information.

We are committed to preventing serious invasions of privacy and ensuring the protection of your personal information, so you can contact us using the details below if you have any questions or concerns.

We comply with:

- the New Zealand Privacy Act 2020; and
- the Privacy Act 1988 (Cth) and the relevant Australian Privacy Principles, when dealing with personal information. Personal information is information about an identifiable individual (a natural person).

By providing personal information to us, you consent to our storage, maintenance, use and disclosing of personal information in accordance with this privacy policy.

We may change this privacy policy from time to time by posting an updated copy on our website and we encourage you to check our website regularly to ensure that you are aware of our most current privacy policy.

This policy does not limit or exclude any of your rights under the New Zealand Privacy Act 2020 or Privacy Act 1988 (Cth).

If you wish to seek further information on the New Zealand Privacy Act 2020, see www.privacy.org.nz.

2 TYPES OF PERSONAL INFORMATION WE COLLECT

The personal information we collect may include the following:

- (a) name;
- (b) email address;
- (c) year of birth (optional);
- (d) credit card or other payment information (not required for free functions);
- (e) information in connection with client surveys, questionnaires and promotions;
- (f) your device identity and type, I.P. address, geo-location information, page view statistics, and standard web log information;
- (g) information about third parties; and
- (h) any other information provided by you to us via our website or our online presence, or otherwise required by us or provided by you such as: your personal values, beliefs, and what matters most in life and death, your life stories, messages to loved ones, personal legacy, medical wishes you personally would like carried out, funeral

preferences, directions to your family regarding your personal documents and any legal documents and where to find them.

3 HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information either directly from you, or from third parties, including where you:

- (a) contact us through our website;
- (b) receive goods or services from us;
- (c) submit any of our online sign-up forms;
- (d) communicate with us via email, telephone, SMS, social applications (such as LinkedIn or Facebook) or otherwise;
- (e) interact with our website, social applications, services, content and advertising; and
- (f) invest in our business or enquire as to a potential purchase in our business.

We may also collect personal information from you when you use or access our website or our social media pages. This may be done through use of web analytics tools, 'cookies' or other similar tracking technologies that allow us to track and analyse your website usage. Cookies are small files that store information on your computer, mobile phone or other device and enable and allow the creator of the cookie to identify when you visit different websites. If you do not wish information to be stored as a cookie, you can disable cookies in your web browser.

We may use:

- Google Analytics to collect and process data, including when you use third party websites or apps. To find out more see [How Google uses data when you use our partners' sites or apps](#).
- Stripe to accept online payments, handle recurring billing, and manage financial operations. To find out more see <https://stripe.com/au/privacy>

USE OF YOUR PERSONAL INFORMATION

We collect and use personal information for the following purposes:

- (g) to provide goods, services or information to you;
- (h) for record keeping and administrative purposes;
- (i) to provide information about you to our contractors, employees, consultants, agents or other third parties for the purpose of providing goods or services to you;
- (j) to improve and optimise our service offering and customer experience;
- (k) to comply with our legal obligations, resolve disputes or enforce our agreements with third parties;
- (l) to send you marketing and promotional messages and other information that may be of interest to you and for the purpose of direct marketing (in accordance with the Spam Act). In this regard, we may use email, SMS, social media or mail to send you direct marketing communications. You can opt out of receiving marketing materials from us by using the opt-out facility provided (e.g. an unsubscribe link);
- (m) to send you administrative messages, reminders, notices, updates, security alerts, and other information requested by you; and
- (n) to consider an application of employment from you.

We may disclose your personal information to cloud-providers, contractors and other third parties located inside or outside of Australia. If we do so, we will take reasonable steps to

ensure that any overseas recipient has similar legal safeguards and deals with such personal information in a manner consistent with how we deal with it.

4 SECURITY

We take reasonable steps to ensure your personal information is secure and protected from misuse or unauthorised access. Our information technology systems are password protected, and we use a range of administrative and technical measures to protect these systems. However, we cannot guarantee the security of your personal information.

5 LINKS

Our website may contain links to other websites. Those links are provided for convenience and may not remain current or be maintained. We are not responsible for the privacy practices of those linked websites and we suggest you review the privacy policies of those websites before using them.

6 REQUESTING ACCESS OR CORRECTING YOUR PERSONAL INFORMATION

If you wish to request access to the personal information we hold about you, please contact us using the contact details set out below including your name and contact details. We may need to verify your identity before providing you with your personal information. In some cases, we may be unable to provide you with access to all your personal information and where this occurs, we will explain why. We will deal with all requests for access to personal information within a reasonable timeframe.

If you think that any personal information we hold about you is inaccurate, please contact us using the contact details set out below and we will take reasonable steps to ensure that it is corrected.

7 COMPLAINTS

If you wish to complain about how we handle your personal information or believe your privacy has been seriously invaded, please contact us using the details provided below with your name and contact details. We will investigate your complaint promptly and respond within a reasonable timeframe.

8 CONTACT US

For further information about our privacy policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

Email: owl@mortalme.org

Our privacy policy was last updated on **19 September 2026**