

Magic Mobility – Privacy Policy

Introduction:

At Magic Mobility (trading as Red Milawa Pty Ltd, ABN 99 065 690 459), your privacy is important to us. This Privacy Notice explains how we collect, use, store, and share your personal information when you visit our website or interact with our services.

This notice explains what information we collect, why we collect it, who we share it with, how long we keep it, and your rights under Australian privacy law.

We collect only the personal information necessary to provide our services, operate our website, communicate with you, and comply with legal obligations. You have rights under Australian privacy law, including access, correction, and complaint rights.

By using our website, you consent to this Privacy Notice and our use of cookies as described below.

Who are we?

We are Magic Mobility, trading as Red Milawa Pty Ltd (ABN 99 065 690 459). Together with our Parent Company (collectively known as "Sunrise Medical") we are referred to in this Policy as "us", "we" and "our". Our main business address is 3 International Court, Scoresby, Victoria, 3179 Australia.

You can contact us by post at the above address, by email at enquiries@magicmobility.com.au or by telephone on +61 3 8791 5600.

For any privacy-related enquiries you can contact our Privacy Officer by using the details in the 'Complaints' section of this notice.

Collecting personal information:

When we collect personal information directly from you, we will inform you at or before collection about the purposes for which we will use the information and any potential disclosures.

We may collect the following types of personal information, where necessary for our operations and services:

Technical and Usage Information:

- IP address, device type, browser, operating system, and location data
- Pages visited, navigation paths, time spent on pages, referral URLs

Account and Profile Information:

- Name, email, contact details, profile photos, birthday, relationship status, interests, education, employment details
- Login credentials and account settings

Communication Information:

- Emails or messages sent to us via website forms or correspondence
- Subscriptions to newsletters or marketing communications

Purchase and Transaction Information:

- Payment and billing details
- Orders, services requested, invoices, and transaction history

Sensitive Information:

- Health or disability information only if voluntarily provided and necessary
- Information about dependants where required for service provision

Collection Method:

- Directly from you (forms, surveys, correspondence)
- Automatically via cookies, website analytics, and tracking technologies
- From third parties (e.g., distributors, service providers) with your consent

We collect your personal information only where it is necessary for the purposes outlined above, where you have consented, or where required by law and we take reasonable steps to ensure that the personal information we collect is accurate, complete, and up to date.

Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

Why We Collect and How We Use Personal Information:

We collect and use personal information for purposes that are necessary, reasonable, and lawful, including:

- Administering and improving our website and services
- Providing products, services, or support
- Processing payments, invoices, and transactions

- Communicating with you, including marketing (with your consent)
- Analytics, research, and business reporting
- Security, fraud prevention, and legal compliance
- Handling enquiries, complaints, or disputes

If you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the license you grant to us.

Your privacy settings can be used to limit the publication of your information on our website and can be adjusted using privacy controls on the website.

We will not, without your express consent, supply your personal information to any third party for their or any other third party's direct marketing.

Automated Decision-Making:

We do not make decisions that have legal or similarly significant effects solely based on automated processing of personal information. Cookies and analytics may be used to personalise your experience, which you can opt out of at any time.

Marketing Communications:

We may contact you with marketing information only if:

- You have consented; or
- It is otherwise permitted by law.

You may withdraw consent at any time by:

- Using the unsubscribe link in emails
- Contacting us at enquiries@magicmobility.com.au

We do not sell personal information to third parties.

Disclosing personal information:

Where necessary your personal information, for the purposes set out in this policy, will be disclosed to any of our employees, officers, insurers, professional advisers, agents, suppliers, or subcontractors.

Where necessary your personal information, for the purposes set out in this policy, will be disclosed to any member of our group of companies (this means our subsidiaries, our ultimate holding company and all its subsidiaries).

Where necessary your personal information will be disclosed to:

- Our employees, officers, and Sunrise Medical Group companies
- Service providers (e.g., IT, hosting, analytics, CRM, professional advisers)
- Insurers, distributors, or agents you specifically request information be shared with
- Courts, regulators, or authorities where legally required
- Prospective purchasers of our business or assets

Except as provided in this policy, we will not provide your personal information to third parties.

International data transfers:

Some recipients may be located outside Australia, including the US, UK, EU, and Japan. We take reasonable steps to ensure these recipients handle your information consistently with Australian privacy standards, including contractual safeguards.

Where we disclose personal information overseas, Sunrise Medical remains responsible for ensuring it is handled consistently with Australian privacy law.

Cookies and Tracking Technologies:

By using our website, you consent to the use of cookies for the purposes described in this notice. You may withdraw consent or manage your preferences at any time via your browser settings.

We use cookies and similar technologies to:

- Enable website functionality
- Analyse website usage
- Improve user experience
- Support marketing activities

You can control or block cookies through your browser settings. Disabling cookies may affect website functionality. For more information, see the 'Cookie' Section of this notice.

Retaining personal information:

This Section sets out our data retention policies and procedures, which are designed to help ensure that we comply with our legal obligations regarding the retention and deletion of personal information.

- Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes

- Without prejudice to article F2, we will usually delete personal data falling within the categories set out below at the date/time set out below:
 - all personal data will be deleted 24 months after received for customers who have completed an order or service and have opted to NOT receive ongoing communications from Magic Mobility.
- Notwithstanding, the other provisions of this Section, we will retain documents (including electronic documents) containing personal data:
 - to the extent that we are required to do so by law;
 - if we believe that the documents may be relevant to any ongoing or prospective legal proceedings
 - in order to establish, exercise, or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

Security of your personal information:

- We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Personal information that is no longer needed is destroyed or de-identified
- We will store all the personal information you provide on our secure (password- and firewall protected) servers
- All electronic financial transactions entered into via our website will be protected by encryption technology
- You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet

Amendments:

We may update this Privacy Notice from time to time. The current version will always be available on our website.

Third party websites:

Our website includes hyperlinks to, and details of, third party websites. We have no control over, and are not responsible for, the privacy policies and practices of third parties.

Accessing your personal information and complaints:

You may request access to the personal information we hold about you and request corrections if you believe it is inaccurate, incomplete, or out-of-date. Requests will be processed within a reasonable timeframe in accordance with the Privacy Act 1988 (Cth).

Under Australian Data Privacy Law, you have the right to:

- Request access to the personal information we hold about you;
- Correct the personal information we hold about you;
- Complain to us or the Office of the Australian Information Commissioner (OAIC) if you are unhappy about how we handle your personal information

If you wish to contact us regarding your personal information, you can contact us:

- By post at: 3 International Court, Scoresby Victoria 3179
- By telephone at: Tel +61 3 8791 5600
- By email at: enquiries@magicmobility.com.au.

Complaints:

If you wish to complain about how we are handling your personal information you can raise a complaint by:

- Contacting the Privacy Officer: ChiefPrivacyOfficer@sunmed.com
- Contact your state Information Commissioner, (Search for: "information commissioner for Victoria" in Google), or;
- Contact the OAIC using this link: <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

Cookies:

Our website uses cookies. A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server. Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed. Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

The names of the cookies that we use on our website, and the purposes for which they are used, are set out below:

- We use Google Analytics on our website to recognise a computer when a user visits the website / tracks users as they navigate the website / helps improve the website's usability / analyses the use of the website / administer the website / prevent fraud and improve the security of the website / personalise the website for each user / target advertisements which may be of interest to specific users
- Most browsers allow you to refuse to accept cookies—for example:
 - In Microsoft Edge you can block cookies using the cookie handling override settings available by clicking "Tools," "Internet Options," "Privacy," and then "Advanced";
 - In Firefox you can block all cookies by clicking "Tools," "Options," "Privacy," selecting "Use custom settings for history" from the drop-down menu, and unticking "Accept cookies from sites"
 - In Chrome you can block all cookies by accessing the "Customize and control" menu, and clicking "Settings," "Show advanced settings," and "Content settings," and then selecting "Block sites from setting any data" under the "Cookies" heading.

Blocking all cookies will have a negative impact upon the usability of many websites. If you block cookies, you will not be able to use all the features on our website.

- You can delete cookies already stored on your computer—for example:
 - In Microsoft Edge, you must manually delete cookie files
 - In Firefox, you can delete cookies by clicking “Tools,” “Options,” and “Privacy”, then selecting “Use custom settings for history”, clicking “Show Cookies,” and then clicking “Remove All Cookies”
 - In Chrome, you can delete all cookies by accessing the “Customize and control” menu, and clicking “Settings,” “Show advanced settings,” and “Clear browsing data,” and then selecting “Delete cookies and other site and plug-in data” before clicking “Clear browsing data.”

- Deleting cookies will have a negative impact on the usability of many websites.