

Privacy Policy

Future Connected AI Pty Ltd ABN: 47 688 760 036

Effective Date: 22/06/2026

Last Updated: 22/06/2026

1. Introduction

Future Connected AI Pty Ltd ("**Future Connected**", "**we**", "**us**", or "**our**") is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, disclose, and protect personal information in connection with our website, products, and services, including any artificial intelligence (AI) systems we provide.

This policy is intended to comply with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs). By using our website or services, you agree to the collection and use of information in accordance with this policy.

2. What Personal Information We Collect

We may collect the following types of personal information:

Information you provide to us:

- Name, email address, phone number, and business details
- Account credentials (e.g. username, password)
- Information submitted through forms, enquiries, or support requests
- Payment and billing details (processed via third-party payment providers)
- Content you submit to or process through our AI systems

Information collected automatically:

- IP address, browser type, device information
- Website usage data (pages visited, time spent, referral source) via cookies and analytics tools
- Log data and diagnostic information related to use of our services

Information from third parties:

- Information from publicly available sources, business partners, or service providers, where relevant to providing our services

We do not knowingly collect sensitive information (such as health, racial, or biometric data) unless it is necessary for a specific service and you have given clear consent, or collection is otherwise permitted by law.

3. How We Collect Personal Information

We collect personal information directly from you when you:

- Create an account or register for our services
- Contact us via email, phone, or our website
- Use our website, products, or AI systems
- Subscribe to communications or marketing
- Participate in surveys, consultations, or feedback processes

Where practicable, we collect personal information directly from you. We may also collect information automatically through cookies and similar technologies (see Section 8).

4. How We Use Personal Information

We use personal information to:

- Provide, operate, and improve our products and services
- Process transactions and manage billing
- Respond to enquiries, support requests, and feedback
- Develop, test, and improve our AI systems and their performance
- Communicate with you about updates, products, or services (subject to your preferences)
- Comply with legal and regulatory obligations
- Protect the security and integrity of our systems
- Conduct internal research, analytics, and business planning

Where our AI systems process personal information as part of delivering a service, we apply the safeguards described in Section 6 and in our AI Ethics Statement.

We will not use personal information for a purpose other than the purpose for which it was collected, unless permitted under the Australian Privacy Principles or with your consent.

5. Disclosure of Personal Information

We may disclose personal information to:

- **Service providers** who assist us in operating our business (e.g. cloud hosting, payment processing, analytics, customer support tools), under contractual obligations to protect your information
- **Professional advisors**, such as lawyers, auditors, or insurers, where necessary
- **Regulatory or government bodies**, where required by law

- **Business transferees**, in the event of a merger, acquisition, or sale of business assets
- **Third parties with your consent**, where you have authorised a specific disclosure

We do not sell personal information to third parties.

Overseas Disclosure

Some of our service providers (such as cloud infrastructure or AI processing providers) may store or process data outside Australia. Where this occurs, we take reasonable steps to ensure that overseas recipients handle personal information consistently with the Australian Privacy Principles, including through contractual protections.

6. AI Systems and Personal Information

Where personal information is processed by our AI systems, we apply privacy-by-design principles, including:

- Minimising the personal information used in AI processing to what is necessary
- Implementing access controls and encryption to protect data used in AI systems
- Avoiding the use of personal information to train shared or third-party models without appropriate consent or de-identification, where applicable
- Applying human oversight to significant decisions involving AI outputs

Further detail on our approach to responsible AI is available in our **AI Ethics Statement**, available on our website.

7. Data Security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. These steps include:

- Encryption of data in transit and, where appropriate, at rest
- Access controls limiting personal information access to authorised personnel
- Regular review of security practices and systems
- Incident response procedures, including notification in accordance with the *Notifiable Data Breaches* scheme under the Privacy Act, where a breach is likely to result in serious harm

No method of transmission or storage is completely secure, and we cannot guarantee absolute security of information transmitted to us.

8. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to:

- Enable core website functionality
- Understand how visitors use our website (analytics)
- Improve user experience
- Support marketing activities, where applicable

You can control or disable cookies through your browser settings. Disabling cookies may affect the functionality of our website.

9. Direct Marketing

We may send you marketing communications about our products or services where you have consented, or where you would reasonably expect to receive such communications and have not opted out. You may opt out of marketing communications at any time by using the unsubscribe link in our communications or contacting us directly (see Section 12).

10. Access, Correction, and Complaints

Access and Correction

You may request access to the personal information we hold about you, and request correction if you believe it is inaccurate, out of date, incomplete, irrelevant, or misleading. We will respond to such requests within a reasonable timeframe, in accordance with the Privacy Act.

We may charge a reasonable fee to cover the cost of retrieving information for an access request, but will not charge for lodging a request.

Complaints

If you believe we have breached the Australian Privacy Principles or mishandled your personal information, you can lodge a complaint by contacting us using the details in Section 12. We will investigate and respond within a reasonable period.

If you are not satisfied with our response, you may refer your complaint to the **Office of the Australian Information Commissioner (OAIC)**:

- Website: oaic.gov.au
- Phone: 1300 363 992

11. Retention of Personal Information

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce our agreements. Where personal information is no longer required, we take reasonable steps to destroy or de-identify it securely.

12. Contact Us

For questions, access or correction requests, or complaints about this Privacy Policy or our handling of personal information, please contact:

Future Connected AI Pty Ltd ABN: 47 688 760 036 Email: david@futureconnected.com.au
Address: 46 Hastings Street, Scarborough WA 6019

13. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. The updated policy will be posted on our website with a revised "Last Updated" date. We encourage you to review this policy periodically.

This Privacy Policy was last updated on 22/06/2026.