

Privacy Policy

At Soulr Network and our affiliated entities, we operate a range of streaming radio stations, podcast services, websites, mobile apps, and digital platforms across Australia—including the flagship Soulr. In delivering these services, we may collect, use, and disclose personal information. We're committed to protecting your privacy in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

What We Collect

Personal information is data that identifies you or could reasonably identify you. This may include your:

- Name, address, email, phone numbers, and emergency contacts
- Date of birth, age, gender, device IDs, and location
- Payment details (e.g., credit card or bank info)
- Photos, videos, or recordings from events or on-air participation

We may also collect **sensitive information** where required and with your consent.

Why We Collect It

We collect personal information to:

- Provide and manage our services and content
- Facilitate competitions, promotions, loyalty programs, and subscriptions
- Improve and personalise our products, experiences, and marketing
- Communicate with you about upcoming events, offers, and announcements
- Meet legal or regulatory obligations

You may remain anonymous or use a pseudonym, though it may limit the services we can provide.

How We Collect It

We gather information through:

- Competitions, surveys, subscriptions, purchases, and app usage
- Emails, phone calls, website visits, or social media interaction
- Attendance at Soulr-related events or programs

We also use **cookies, web beacons, and device identifiers** to improve user experience and deliver personalised content.

Use & Disclosure

We use your information to:

- Deliver and manage products, services, and subscriptions
- Tailor marketing and improve user experience
- Communicate offers and provide customer support
- Generate anonymous, aggregated reports for clients and advertisers

We may disclose your information to:

- Affiliated companies within Soulr Network
- Government agencies (e.g., ACMA) as required by law
- Approved sponsors or partners (with your consent)

Where possible, third parties handling your data are contractually bound to protect it.

Marketing & Advertising

We may use your details for targeted advertising (including on social media platforms). You can opt out of marketing communications at any time via unsubscribe links or by contacting us.

Protecting Your Information

We take reasonable steps to protect your data from misuse, loss, and unauthorised access. This includes secure digital storage and trusted third-party providers—some of whom may be based overseas.

Access, Correction & Deletion

You can:

- Request access to or correction of your personal data
- Ask us to close and delete your account information (subject to legal obligations to retain some records)

If we deny access or correction, we'll explain why and offer alternatives if possible.

Complaints & Contact

If you have questions, concerns, or wish to make a complaint, contact us using the details below. We take privacy matters seriously and aim to respond promptly and fairly.

Mail:

Soulr Network
PO Box 2477
Rowville, VIC 3178

Email:

contact@soulr.au

If you're not satisfied with our response, you can contact the **Office of the Australian Information Commissioner (OAIC)** via www.oaic.gov.au or call 1300 363 992.