

User Rights Handling Process

This document explains how individuals whose personal information is held by DDLloop Pty Ltd (ACN 658 895 624) can exercise their data rights under the *Privacy Act 1988* (Cth) and, where applicable, the EU/UK General Data Protection Regulation.

1 How to submit a request

Email our Data Protection Officer at support@ddloop.app with your full name, the email address associated with your DDLloop account, a description of the right you wish to exercise, and proof of identity.

Where a request is submitted from the email address associated with your DDLloop account, we will treat this as sufficient verification of your identity. Where a request is submitted from a different email address, we may ask you to verify your identity before we can process your request.

2 How we will respond

We will acknowledge your request within 5 business days and will respond in full within 30 days. For complex or high-volume requests we may extend this by a further 30 days and will notify you promptly if this applies.

We do not charge a fee for handling data rights requests.

In some circumstances we may be legally required to retain data or otherwise unable to fulfil a request, in which case we will explain why.

A list of our third-party data processors is available on request.

3 Your rights

You may request access to, correction of, or deletion of your personal information.

You may also object to how we process your data, request that we restrict our processing, or withdraw consent to marketing communications at any time.

EU and UK users have additional rights under the GDPR including data portability. A full description of your rights is set out in our Privacy Policy at ddloop.app/legal.

4 If you are not satisfied

If you are unhappy with how we have handled your request, you may contact:

- a. Australia – Office of the Australian Information Commissioner at [oaic.gov.au](https://www.oaic.gov.au)
- b. EU – your local Data Protection Authority
- c. UK – the Information Commissioner's Office at [ico.org.uk](https://www.ico.org.uk)

We would appreciate the opportunity to resolve your concern directly before you approach a regulator.