# Next2Go Privacy Policy

**1. General**

This is the privacy policy of Zinger Bookmaking Pty Ltd trading as Next2Go (ABN 86 680 307 439) (**Next2Go, we, us referenced within the below shall refer to Next2Go**).

Personal information collected by Next2Go may also be shared with our other brands, PuntX & UpYaGo, as both brands are operated under a single wagering licence held by Zinger Bookmaking Pty Ltd through the Northern Territory Racing and Wagering Commission. Information may be shared between brands strictly for the purposes related to responsible gambling, risk and liability management, account integrity, and compliance with regulatory obligations.

In carrying on business as a licensed on-line based wagering bookmaker, Zinger Bookmaking Pty Ltd collects personal information about people who:

- apply to become or are Next2Go members;
- it opens Next2Go accounts for;
- visit our website www.Next2Go.com.au, or use our mobile phone or tablet applications (together **the website**);
- send us queries or information;
- provide services to us or on our behalf; or
- apply to become or are our employees.

When collecting, using and handling personal information, Next2Go is required to comply with the Privacy Act 1988 (Cth) (**Privacy Act**) and is bound by the Australian Privacy Principles (**APPs**) set out in the Privacy Act.

Next2Go is committed to ensuring that the personal information it obtains is collected, used, disclosed and protected in accordance with the Privacy Act and this Privacy Policy.

In this Privacy Policy, 'personal information' (as defined in the Privacy Act) means information or an opinion about an identified individual, or an individual who is reasonably identifiable (whether the information is true or not, and whether it is recorded in any form or not).

**2. Collection of personal information**

The types of personal information we collect and how we collect it depends on the circumstances. If you apply to be, or are, a Next2Go member, we collect personal information about you:

- if you wish to subscribe to Next2Go newsletter;
- to process your application for Next2Go membership;
- to open an account for you;
- to provide member services to you;
- to identify you as a member for security purposes and to comply with our legal obligations;
- to maintain and manage your betting account;
- to upgrade and enhance your experience when using our website;
- to tailor or develop information, services or products which we think may suit your needs;
- for marketing related purposes, including conducting research, conducting promotions, sending you newsletters and telling you (including via email, SMS or telephone) about products or services we think may be of interest to you); and
- to determine your liability to pay GST and other taxes where applicable.

The kinds of personal information that Next2Go generally needs to collect about Next2Go members and applicants for membership is:

- full legal name
- residential address
- date of birth
- gender
- email address
- phone number(s)
- personally-submitted preferences
- bank account and credit card information

- financial information
- identity verification information
- recordings of all telephone calls and website activity

Persons must only provide accurate information, which they are authorised to disclose and allow Next2Go to use personal information in accordance with this Privacy Policy.

We will ordinarily collect your personal information directly from you, primarily through your use of the website or over the telephone. We may also collect personal information from others, for example our related companies, with whom we partner to offer you a wide range of services and rewards, or our through agents or affiliates whom we engage to undertake marketing activities.

We are required by law to collect some personal information about people who use our services. We are required to collect certain information (including identity verification information) under the Anti-Money Laundering and Counter Terrorism Act 2006 (Cth).

In order to verify the personal information you provide us we may use a document verification service. The document verification service involves a request to have the information you provide matched against official records and may involve use of secure third party systems and services.

We may also collect personal information from job applicants, our employees and individuals associated with our business partners and service providers. Usually this information is limited to name and contact details and the other information we need for the purpose of processing a job application and managing our business relationships.

**3. Dealing with Next2Go anonymously**

Where practicable, we will allow you to deal with us on an anonymous basis or using a pseudonym. However, if you do not provide Next2Go with the personal information we need, we may be unable to process your application to become a member, open an account for you, enable you to participate in the full range of services offered by Next2Go, provide you with the services you require, or process your job application.

**4. Notification about collection of personal information**

When we collect personal information about you, we are required to take reasonable steps to ensure that you are aware of certain information relating to our collection, use, disclosure and handling of personal information. We generally do this by ensuring that a ‘collection statement’ is provided when the personal information is collected.

When you become a Next2Go Member or use your account, and in other situations where you provide personal information to us, we may deem your provision of personal information to be consent to Next2Go collecting, using and disclosing your personal information in accordance with the relevant collection statement.

**5. Use and disclosure of personal information**

Next2Go only uses and discloses personal information for purposes that are related to the purposes for which we have collected the information, for purposes we have notified you of at the time we collect your information, for purposes we have notified you of at the time we collect the information, for where otherwise required or permitted by law. For Next2Go members, applicants for membership or individuals we open an account for, this means we mainly use personal information for purposes connected with establishing and administering the membership (including the account) and providing services and products related to on-line and phone based wagering, as outlined above. We may also use and disclose your personal information to our related companies, including those overseas, with whom we partner to offer you a wide range of services and rewards. Information will only be shared with our related companies in accordance with all Australian laws, including the Privacy Act, and this Privacy Policy.

Next2Go may use personal information to create aggregate data about Next2Go members through demographic profiling and statistical analysis of its database, in order to allow for more efficient operation of Next2Go business. We may provide the information derived from such profiling or analysis in de-identified form to potential and existing stakeholders.

Next2Go may disclose your personal information:

- to our associated entities, agents and affiliates who undertake promotional and marketing activities on our behalf (including contacting you with special offers that may be of interest);
- between brands operated under Zinger Bookmaking Pty Ltd where necessary for responsible gambling measures, account monitoring, fraud prevention, or compliance with wagering laws and licence conditions;
- to organisations that provide services (including IT, consultancy and advisory services) to us;
- to any particular third parties or classes of third parties that Next2Go notifies you at the time of collecting your personal information that your personal information may be disclosed to;

- for taking appropriate action if we have reason to suspect that unlawful activity or misconduct of a serious nature in relation to our services has been, is being or may be engaged in;
- to protect and maintain the integrity of particular sports / racing codes, by assisting controlling bodies in their inquiries or notifying such bodies of any betting activity Next2Go considers to be unusual or suspicious;
- where you have consented to the disclosure either expressly or by the circumstances and your conduct;
- where we consider disclosure is reasonably necessary to eliminate or minimise a risk to public health or safety,
- where we consider disclosure is reasonably necessary to investigate or deal with unlawful activity or serious misconduct;
- where we consider disclosure is reasonably necessary to locate missing persons;
- to establish or defend a legal claim; or
- where the disclosure is required or authorised by law.

Next2Go will take all reasonable steps to ensure that any personal information which is disclosed to a third party is protected by that party in accordance with the Privacy Act and is used only for the purpose or purposes for which we supplied that information to them. Usually, we do this by imposing contractual requirements on or seeking assurances from third parties as to their compliance with the Privacy Act.

Next2Go does not disclose personal information to persons outside Australia.

Next2Go stores data (including personal information) on secure back-up servers outside of Australia, predominantly for security purposes only. This data may be accessed offshore, but only ever in compliance with all Australian laws, including the Privacy Act, and in accordance with this Privacy Policy.

**6. Managed Trading Services**

Customers acknowledge that the Next2Go platform is powered by technology provided by BetMakers. BetMakers also provides expert trading and customer liability management services (collectively "Managed Trading Services") on behalf of Next2Go. To enable this, Next2Go discloses Customer Data (including personal information) to BetMakers to the extent reasonably necessary for BetMakers to host and maintain the Next2Go platform and/or provide Managed Trading Services.

Next2Go has entered into binding contractual arrangements with BetMakers requiring it to maintain strict confidentiality and protect Customer Data in accordance with

Australian privacy law. BetMakers is ISO 27001 certified, the international gold standard for information security management.

For clarity, BetMakers is not entitled to disclose Customer Data to any third party, including other wagering operators who also receive Managed Trading Services from BetMakers. However, Customers acknowledge that BetMakers' trading staff may use their general industry knowledge and experience when providing services to Next2Go. This may include awareness, based on their professional expertise or publicly available information, of particular betting behaviours in the wagering industry.

Customer data may also be reviewed across both PuntX, UpYaGo and Next2Go as part of internal risk controls and responsible gambling protocols as permitted under Australian privacy law.

**7. Direct marketing and opting out**

From time to time we may use and disclose your personal information to inform you about Next2Go (and its associated entities') products or services or about promotional activities, which Next2Go believes, may be of interest or of benefit to you. We may do this via email, SMS, telephone or mail.

If you no longer wish to receive marketing or promotional material from Next2Go at all or in any particular form, you may contact us at any time by email to support@Next2Go.com.au with your request with which we will comply as soon as is practical. Where we send you commercial electronic messages for direct marketing purposes, each message will contain a functional means for you to opt-out of receiving such messages.

From time to time we may contact you in relation to the opening, management and administration of your Next2Go account. These communications can be via any of the modes of contact recorded when you apply to open an account, register as a member or which we otherwise collect for the purposes of opening an account. Such communication is not affected by your opt-in or opt-out status for direct marketing communications.

**8. Personal information and our website**

In using the website you agree to be bound by the terms of this Privacy Policy. Next2Go may review, change or update this Privacy Policy periodically and reserves the right to change the Privacy Policy at any time at its discretion by posting such changes on the website. We will publish our current Privacy Policy on the website and changes will take effect immediately at the time of publication. Your continued use of the website following

publication will constitute your acceptance of those changes. You should review this Privacy Policy regularly and remain familiar with its terms.

This Privacy Policy will not apply to other websites which are linked to the website and over which Next2Go has no control. Next2Go is not responsible for, the use of, or the protection of information provided to, such websites.

You acknowledge that no data transmission over the Internet is totally secure. Accordingly, Next2Go does not warrant the security of any information, which you transmit to it. Any information that you transmit to Next2Go is transmitted at your own risk. You further acknowledge that Information posted on bulletin boards or communicated within a social media environment (for example, Facebook, Twitter, Chat Rooms) becomes public information. Next2Go does not guarantee the security of this type of information.

Personal information has the potential to be collected when you use our website through the use of cookies. Cookies are pieces of data stored by your web browser on your hard drive which contain information relating to your use of the website. When you access the website, cookies may record details relating to your use of the website, including what pages you view from the website. Next2Go uses cookies for the detection of fraud, statistical analysis, systems administration and internal management purposes only.

We may use third parties to serve ads on our website. The advertisers may employ cookies and action tags (also known as single pixel gifs or web beacons) to measure advertising effectiveness. Any information that these third parties collect via cookies and action tags is completely anonymous.

**9. Management and security of personal information**

Next2Go will take all reasonable steps to ensure that the personal information, which it collects, uses or discloses, is correct and is stored in a secure environment that is accessed only by authorised persons.

Next2Go will destroy or permanently de-identify personal information when it is no longer required for any purpose permitted under the APPs, including our legal or operational obligations. Next2Go holds personal information in electronic database owned and operated by Next2Go. Once Next2Go receives your transmission, Next2Go will take reasonable steps to protect your personal information from misuse, loss and unauthorised access, modification and disclosure including by using password protected systems and databases and Secure Socket Layer (“SSL”) technology.

Next2Go's employees, agents and contractors are required to maintain the confidentiality of members' personal information.

Next2Go takes reasonable measures to ensure that personal information which it collects is accurate, complete and current and also when it uses and discloses it, that it is relevant, having regard to the purpose for which it is being used or disclosed. We give you the opportunity to correct and update personal information at any time, and may contact you on a periodic basis to seek the most up-to-date information from you. We will correct your personal information if we are satisfied that it is accurate and needs to be corrected.

**10. Personal information about children**

Persons under the age of 18 ('Children') cannot become Next2Go members and are excluded from access to our services. We will not accept their information for the purposes of opening a wagering account. It is however, ultimately the responsibility of parents or guardians to monitor their children's Internet activities including where appropriate by using Internet screening software.

You are responsible for the security of and access to the website. You must log out of your account when you have completed your time on the website, and should not disclose your username, password or any account information to any other person.

**11. Access to and correction of personal information**

You may access personal information about you held by Next2Go by following the "My Account" link on the website or by emailing Next2Go Customer Service at support@Next2Go.com.au. To do so, you will need to provide evidence to confirm your identity before we can provide access. We will generally respond to all requests for access within 30 days of the request. If your request is particularly complex, or requires detailed searching of our records, there may be a cost to you in order for us to provide the information.

Details of your betting transactions can also be accessed via the "Bet History" section of the Member Services section of the website.

However, we may refuse a request for access in certain circumstances set out in the Privacy Act, including where:

- providing access would be unlawful;
- we are required or authorised to do so by or under an Australian law or court/ tribunal order; or

- where giving access would be likely to prejudice enforcement related activities by or on behalf of an enforcement body.

If we refuse your request or cannot give you access in the manner you have requested, we will do what we can to meet your requirements by other means. If we refuse access to your personal information, we will advise you in writing of the refusal, the reasons for the refusal, and the complaint mechanisms available to you.

If you believe that the personal information Next2Go holds about you is inaccurate, incomplete or not current, please let us know and we will investigate and correct any inaccuracies if we are satisfied that a correction is required. Your personal information can be updated or corrected by you in the "Account Details" section of the website at any time after you log in. Subject to identity verification, personal information can also be updated or corrected by emailing Next2Go Customer Service at support@Next2Go.com.au

**12. Complaints and further information**

If you believe your privacy has been interfered with and wish to make a complaint, please contact our Privacy Officer. The Privacy Officer will investigate your complaint and notify you of the outcome. If your complaint indicates that there has been an interference with your privacy by a person other than Next2Go, the Privacy Officer may discuss your complaint with that other person in an attempt to resolve it.

If you are not satisfied with the outcome of your complaint or the way we handle it, you may make a complaint to the Office of the Australian Information Commissioner at oaic.gov.au/privacy/making-a-privacy-complaint.

If you have any queries, requests for access or correction or further information on our Privacy Policy, or if you have any concern about the handling of your personal information or wish to make a complaint, please contact management, whose contact details are as follows:

**Email:** support@Next2Go.com.au

Further Information about privacy concerns or complaints in Australia can be found on the Office of the Australian Privacy Commissioner's website at www.oaic.gov.au.

| Version | Date | Amendments |
|---|---|---|
| 1 | 13th May 2025 | Privacy Policy Published |
| 1.1 | 20th October 2025 | Multiple brand under a single licence inclusion |