

GENERATIONWEB

Privacy & Cookie Notice

www.generationweb.com.au

Last updated: 15 June 2026

This Privacy & Cookie Notice explains how **GenerationWeb** (“GenerationWeb”, “we”, “us” or “our”) collects, uses, holds and discloses personal information about visitors to our website at www.generationweb.com.au, and about people who contact us or otherwise interact with us through the website. We handle personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs).

GenerationWeb provides interactive gambling websites, mobile betting applications, server management, wagering management and event data services to bookmakers and wagering operators. This Notice covers our website only. It does not cover the betting platforms or applications we build and operate for our clients — each wagering operator is responsible for the privacy practices on its own branded site or app, under its own privacy Notice.

1. Who we are and how to contact us

GenerationWeb is responsible for the personal information processed through this website. You can contact us about this Notice, or to access or correct your information, using the details below:

Entity	GenerationWeb Pty Ltd (ACN 121 458 820)
Address	PO Box 670 Wollongong, NSW 2520, Australia
Email	support@generationweb.com.au
Telephone	02 9098 0350

Privacy enquiries. If you have a question about this Notice, wish to access or correct your personal information, or wish to make a privacy complaint, please contact us using the details above, marking your message to the attention of the Data Protection team.

2. What this Notice covers

This Notice applies when you:

- browse or use the GenerationWeb website;
- submit an enquiry through our “Contact Us” form;
- contact us using the email address or telephone number published on the website; or
- engage with us about our products and services as a business contact or prospective client.

3. The personal information we collect

Depending on how you interact with us, we may collect the following kinds of personal information:

Category	Examples	When we collect it
Contact form data	Your name, email address, the subject category you select (General Inquiry, Technical Support or Other), and the content of your message.	When you complete and submit the “Contact Us” form.
Other enquiry & correspondence data	Your name, business, email address, telephone number, and the content of your message and our correspondence with you.	When you contact us by email or telephone, or as a business contact.
Technical & usage data	IP address, device and browser type, operating system, approximate location, the pages you view and how you navigate the site.	Automatically, via server logs and (where used) cookies, when you visit the site.
Cookie & preference data	Your cookie choices and any display or language preferences.	When you use the site and set your preferences (see section 5).

We do not seek to collect sensitive information (such as health, racial or ethnic origin, or religious beliefs) through this website. Please do not send us sensitive information unless we specifically ask for it. The website is intended for business contacts and is not directed at children.

4. How and why, we use your personal information

We collect, hold, use and disclose personal information only for purposes connected with our business. We use your personal information to:

- respond to and manage your enquiries and business communications, including enquiries submitted through the Contact Us form;
- operate, maintain and secure the website, and prevent fraud and misuse;
- understand and improve how the website is used (where we use cookies for this, see section 5);
- provide information about, and manage our relationship in relation to, our products and services with business clients and prospective clients; and
- comply with our legal and regulatory obligations and to establish, exercise or defend legal claims.

We will only use your personal information for a purpose for which it was collected, a directly related secondary purpose you would reasonably expect, or another purpose you have consented to or that is otherwise permitted under the Privacy Act.

Direct marketing. If we send you information about our products or services, we will give you a simple way to opt out, and we will stop sending it if you ask. We do not use your information for marketing where you have told us not to.

Dealing with us anonymously. Where it is lawful and practicable, you may deal with us anonymously or using a pseudonym — for example, for a general question. However, we will usually need your name and contact details to respond to an enquiry submitted through the Contact Us form.

5. Cookies and similar technologies

Our website may use cookies and similar technologies to make the site work, to remember your preferences and, where used, to understand how the site is used. Online identifiers such as cookies and IP addresses can be personal information under the Privacy Act where they are linked to an identifiable individual.

In broad terms these fall into:

- **Strictly necessary cookies** — needed for the website to function and to keep it secure (for example, cookies set by our security and content-delivery provider).
- **Analytics and functionality cookies** — used to measure and improve how the website performs and to remember display preferences.
- **Third-party cookies** — set by third parties whose content or services we use.

At the time of this Privacy & Cookie Notice being uploaded (see date at the top), the cookies used on this Website are either set by us or by our third-party service providers, and fall into the following category:

- **Strictly Necessary** – these cookies are essential to enable you to move around the Website and use its features. If you remove or disable these Cookies, we cannot guarantee that you will be able to use our websites or benefit from all our security features.

Cookie name	Provider & type	Purpose	Active for
.AspNetCore.Antiforgery	Microsoft	The .AspNetCore.Antiforgery cookie is a security cookie set by Microsoft web applications (ASP.NET Core). Its sole purpose is to protect the website against fraudulent requests (known as cross-site request forgery or CSRF). It helps ensure that any action taken on the site (e.g. form submission) is genuinely initiated by the user and not by a malicious third-party website.	session

6. Who we disclose your personal information to

We do not sell your personal information. We may disclose it to:

- **service providers** — organisations that provide services to us or process information on our behalf, such as website hosting, IT and infrastructure, security and content-delivery providers, and communications tools, under arrangements that require them to protect your information;
- **professional advisers** — such as our lawyers, accountants, auditors and insurers, where necessary;
- **authorities and other parties** — including regulators, law enforcement and government bodies, where required or authorised by law, or in connection with a sale or restructure of our business.

7. Overseas disclosure

GenerationWeb is based in Australia. As part of an international group, we may share personal information with service providers and group companies that store or process information outside Australia, including providers of global hosting, security and content-delivery services. Where we

disclose personal information overseas, including to internal group companies under the Playtech Plc banner, we take reasonable steps to ensure it is handled consistently with the Australian Privacy Principles or otherwise in accordance with the Privacy Act. Overseas recipients may be located in the UK, Gibraltar, the EEA, the US, the countries where our group companies operate, or countries connected with your enquiry.

8. How we keep your information secure and how long we keep it

We take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. These include access controls, network and system security measures, encryption in transit where appropriate, and arrangements with the service providers who handle information for us.

We keep personal information only for as long as we need it for the purposes set out in this Notice, or as required by law, after which we take reasonable steps to destroy or de-identify it. Indicative periods are:

Type of information	Indicative retention period	Notes
Contact form & enquiry data	For the duration of the enquiry plus 12 months	Longer where it forms part of an ongoing business relationship
Business contact data	For the duration of the relationship plus 7 years	Reviewed periodically and destroyed/de-identified when no longer needed
Server logs / technical data	Up to 3 months	Retained for security, troubleshooting and analytics

9. Third-party links

Our website contains links to other websites, including the betting sites and applications we have built for clients (such as those shown in our portfolio) and our clients' own pages. If you follow a link to another website, that organisation will handle your personal information under its own privacy Notice, which we do not control. We are not responsible for the privacy practices of those third parties, and we encourage you to read their policies.

10. Accessing and correcting your information

You may ask us for access to the personal information we hold about you and ask us to correct it if it is inaccurate, out of date, incomplete, irrelevant or misleading. To do so, please contact us using the details in section 1. We may need to verify your identity before responding. We will respond within a reasonable period and will explain our reasons if we are unable to give access or make a correction in the way you have asked.

11. How to make a complaint

If you have a concern about how we have handled your personal information, please contact us first using the details in section 1 so that we can try to resolve it. We will acknowledge your complaint and respond within a reasonable period.

If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner (OAIC):

Office of the Australian Information Commissioner	GPO Box 5288, Sydney NSW 2001
Phone	1300 363 992
Website	www.oaic.gov.au

12. Changes to this Notice

We may update this Notice from time to time to reflect changes in our practices or in the law. When we make changes, we will update the “Last updated” date at the top of this Notice and publish the current version on our website. Please check this page periodically to stay informed.