

Promotions - General Rules (Australia)

Last Updated Date:

July 28, 2026

These General Rules ("Rules") are applicable to trade incentive promotional prize giveaways, competitions, and contests (each a "Promotion") conducted by Arctic Wolf Networks, Inc. or the Arctic Wolf affiliate identified in the Promotion-specific rules (the "Sponsor") in Australia and should be read in conjunction with any Promotion-specific rules published for a particular Promotion. To the extent the Promotion-specific rules differ from these Rules, the Promotion-specific rules will govern and control the conduct of that Promotion, subject to applicable law.

Who Can Enter

1. Participants must be at least 18 years old, be a legal resident of an Australian state or territory expressly included in the Promotion-specific rules, and meet any additional eligibility requirements stated for the Promotion ("Entrant"). An Entrant must participate in an individual capacity and represents that participation and acceptance of any prize are permitted by the Entrant's employer and by applicable policies, contracts, procurement requirements, codes of conduct, and laws. Sponsor may require written employer approval before awarding a prize.
2. Government officials and employees, employees of state-owned or state-controlled entities, public-sector procurement personnel are ineligible. A person is also ineligible if participation or acceptance could create an actual or apparent conflict of interest, improper inducement, commercial bribery concern, or violation of a gift or ethics rule.
3. Employees of Sponsor, its affiliates, subsidiaries, agents, advertising and promotion agencies, and prize suppliers involved in the Promotion ("Released Parties"), and their immediate family members or persons living in the same household, are not eligible. Also ineligible is any person subject to an obligation prohibiting participation or acceptance of a prize.
4. Promotions are not available to the general public unless expressly stated in the Promotion-specific rules.
5. Promotions are void outside the included states and territories and where prohibited or restricted by law. A state or territory may be excluded if a required authority, permit, licence, notification, or approval has not been obtained.
6. Each Entrant agrees to these Rules, the Promotion-specific rules, and Sponsor's decisions, which are final and binding to the extent permitted by law. Nothing in these Rules excludes, restricts, or modifies any right or remedy that cannot lawfully be excluded, including under the Australian Consumer Law.

Timing

7. Each Promotion will have a starting date and time and ending date and time (the "Entry Period"), including the applicable Australian time zone, specified in the Promotion announcement. Sponsor must receive all entries before the Entry Period ends. Sponsor will be the official timekeeper.

How to Enter

8. NO ENTRY FEE OR PAYMENT OF ANY KIND IS NECESSARY TO ENTER OR WIN.

Every Promotion will state:

- the Entry Period, eligible states and territories, and eligibility requirements;
- the entry method and any entry limit;
- whether the Promotion is a game of chance or game of skill;
- how and when winners will be determined, including judging criteria and tie-breakers for a game of skill;
- the number, description, and recommended retail value of prizes;
- draw, judging, winner-notification, publication, claim, and unclaimed-prize details, where applicable; and
- any required permit, authority, or licence number.

Winner Notification and Verification

9. Prize award is subject to eligibility verification. A potential winner will be notified in the manner and within the period stated in the Promotion-specific rules. Winner details may be published where required by law. If a potential winner does not respond, provide required documents, or accept the prize, Sponsor may deal with the prize in accordance with the applicable unclaimed-prize procedure and any required regulatory approval. Sponsor may disqualify an Entrant whose participation breaches these Rules, subject to applicable law.

Prize Restrictions

10. Unless otherwise stated, prize values are expressed in Australian dollars and include GST where applicable. No substitution or transfer by a winner is permitted. Sponsor may substitute a prize of equal or greater value if permitted by law and, where required, approved by the relevant regulator. Sponsor will not award more than the stated number of prizes, except as required by law. Winners are responsible for taxes, duties, fees, and expenses not expressly included. Prizes are awarded subject to the Australian Consumer Law and any other non-excludable statutory guarantees. Brands, social media platforms, and prize manufacturers identified in a Promotion are not sponsors or administrators unless expressly stated. Gift cards are subject to issuer terms and applicable expiry and redemption laws.

General Rules

11. Participation constitutes agreement to these Rules. Winning is contingent upon fulfilling all requirements. Sponsor may amend, suspend, or cancel a Promotion only where permitted by applicable law and, if required, with approval from the relevant regulator. Sponsor will communicate any material change in the manner required by law.

12. For a game of chance, each valid entry will have an equal chance of winning and winners will be selected randomly in accordance with the announced draw method. For a game of skill, entries will be judged on the stated criteria and chance will play no part. Tie-breaking procedures will be stated in the Promotion-specific rules.

13. Sponsor may disqualify an individual reasonably suspected of tampering, supplying false information, violating the Rules, attempting to obtain an unfair advantage, or acting abusively or disruptively. Any disqualification will be made fairly and in accordance with applicable law.

14. ANY ATTEMPT TO DELIBERATELY DAMAGE A WEBSITE OR UNDERMINE THE LEGITIMATE OPERATION OF A PROMOTION MAY VIOLATE CIVIL OR CRIMINAL LAW. SPONSOR RESERVES THE RIGHT TO SEEK AVAILABLE REMEDIES TO THE FULLEST EXTENT PERMITTED BY LAW.

15. Sponsor may extend, modify, suspend, or cancel a Promotion if an event beyond Sponsor's reasonable control materially impairs its integrity, security, fairness, administration, or proper operation, but only to the extent permitted by law and subject to any approval required from a regulator. Sponsor will deal with affected entries and prizes in accordance with applicable law.

16. Sponsor is not responsible for failures of networks, websites, platforms, devices, email systems, or delivery services, or entries or notices that are lost, late, incomplete, corrupted, misdirected, intercepted, filtered, or undeliverable, except to the extent responsibility cannot be excluded by law.

Privacy and Publicity

17. Sponsor will handle personal information in accordance with the applicable Arctic Wolf privacy notice, the Privacy Act 1988 (Cth), and the Australian Privacy Principles where applicable. Information will be used to administer the Promotion, verify eligibility, contact winners, deliver prizes, prevent fraud, publish winner information where required, and comply with law. Personal information may be disclosed to service providers, regulators, and other recipients described in the privacy notice, including recipients outside Australia. Direct marketing will be conducted only as permitted by law, and Entrants may use the contact details in the privacy notice to exercise applicable rights or make a privacy inquiry.

Releases

18. By participating, where permitted by law, an Entrant releases the Released Parties from liability arising directly from participation or acceptance, possession, use, or misuse of a prize. NOTHING IN THESE RULES EXCLUDES, RESTRICTS, OR MODIFIES ANY CONSUMER GUARANTEE, WARRANTY, RIGHT, OR REMEDY CONFERRED BY THE AUSTRALIAN CONSUMER LAW OR OTHER LAW THAT CANNOT LAWFULLY BE EXCLUDED, RESTRICTED, OR MODIFIED. LIABILITY IS LIMITED ONLY TO THE MAXIMUM EXTENT PERMITTED BY LAW.

Choice of Law

19. Each Promotion is subject to the laws of the Australian states and territories in which it is conducted. Except where applicable law provides otherwise, these Rules are governed by the laws of New South Wales, Australia, and the parties submit to the non-exclusive jurisdiction of its courts. This provision does not limit any mandatory right to bring a claim in another jurisdiction.

20. If any provision is held invalid, illegal, or unenforceable, it will be enforced to the maximum extent permitted and the remaining provisions will remain in effect. Sponsor's failure to enforce a provision is not a waiver. Headings are for convenience only.

Sponsor

Arctic Wolf Networks, Inc., 8939 Columbine Road, Suite 150, Eden Prairie, MN 55347, USA, or the Arctic Wolf affiliate identified in the Promotion-specific rules.