



#### WHO THIS APPLIES TO

This policy explains how Summer St. Studio collects, uses and protects personal information when you visit [summerstreetstudio.com.au](https://summerstreetstudio.com.au), make an enquiry, book a meeting or work with us on a project. Summer St. Studio is a website design studio based in Orange, New South Wales, working with businesses across the Central West and Australia.

We keep this simple on purpose. We collect only what we need in order to reply to you and do the work, we do not sell personal information, and we do not use it for anything you would not expect.

## What we collect

When you contact us through the website, we may collect:

- Your name and the name of your business.
- Your email address and, if you provide it, your phone number.
- Your preferred contact method.
- What you tell us about your business, your goals and your current website.
- Any files you attach to an enquiry, such as images, brand materials or documents.
- Your Instagram handle or website address, if you share them.

If you book a meeting, our scheduling provider collects your name, email address and chosen time so the meeting can be arranged. Our website host also records standard technical information such as IP addresses and browser details as part of normal server operation and security.

## How we use it

- To reply to your enquiry and answer your questions.
- To prepare quotes, proposals and project scopes.
- To arrange and attend meetings with you.
- To carry out design and development work you have engaged us for.
- To issue invoices and keep the business records we are required to keep.

We do not add you to a mailing list without asking, and we do not sell, rent or trade personal information to anyone.

## Services we rely on

Running a small studio means using established third party services. Each one only receives the information it needs to do its job, and each has its own privacy policy:

- Netlify hosts the website and receives enquiry form submissions, including any files you attach.
- Calendly handles meeting bookings and the details you enter when booking.
- Microsoft provides our email and calendar, so correspondence with you is stored there.

— Google Fonts and Unsplash serve typefaces and images used in the website's design.

## Storing and protecting information

Enquiries and project material are kept in our email and cloud accounts, which are protected by strong passwords and multi factor authentication. Files sent through the website are stored with our host and accessed only by us.

We keep enquiry and project information for as long as it is useful for the working relationship, and for as long as we are required to retain business and taxation records. When information is no longer needed, we delete it.

No method of transmitting information over the internet is completely secure. We take reasonable steps to protect what you send us, but we cannot guarantee absolute security, and we would rather say so plainly than imply otherwise.

## Cookies and analytics

This website does not use advertising cookies or third party tracking for marketing purposes. Our host may collect aggregate, anonymous traffic information to keep the site running well and secure. Third party services used on the site, such as booking pages, may set their own cookies when you interact with them.

## Your choices

- You can ask what personal information we hold about you.
- You can ask us to correct anything that is wrong or out of date.
- You can ask us to delete your information, where we are not required to keep it.
- You can ask us to stop contacting you at any time.

Email [studio@summerstreetstudio.com.au](mailto:studio@summerstreetstudio.com.au) and we will respond within a reasonable period, usually within a few business days.

## Children

Our services are intended for businesses and adults. We do not knowingly collect personal information from children.

## Concerns

If you are unhappy with how your information has been handled, contact us first at [studio@summerstreetstudio.com.au](mailto:studio@summerstreetstudio.com.au) so we have the chance to put it right. If you are not satisfied with our response, you can raise the matter with the Office of the Australian Information Commissioner at [oaic.gov.au](http://oaic.gov.au).

## Changes to this policy

We may update this policy as the studio grows or the services we use change. The current version is always available from the footer of [summerstreetstudio.com.au](http://summerstreetstudio.com.au), and the date at the top of this document shows when it was last revised.



#### Contact

Summer St. Studio

Website design studio, Orange NSW

[studio@summerstreetstudio.com.au](mailto:studio@summerstreetstudio.com.au)

[summerstreetstudio.com.au](http://summerstreetstudio.com.au)

Made on Wiradjuri Country. We acknowledge the Wiradjuri people as the Traditional Custodians of this land, and pay our respects to Elders past, present and emerging.