

Privacy Policy – LOWFOCUS

Effective Date: 9th April 2026

LOWFOCUS ("we", "us", or "our") is committed to protecting your privacy and handling your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you visit or make a purchase from www.lowfocus.com.au.

1. Collection of Personal Information

We may collect personal information that is reasonably necessary for our business functions and activities. The types of personal information we collect include:

- Full name
- Email address
- Phone number
- Billing and shipping address

We do **not** directly collect or store your payment details. Payments are processed securely via third-party payment providers.

2. How We Collect Personal Information

We collect personal information directly from you when you:

- Place an order through our website
 - Subscribe to our email marketing or newsletter
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3. Purpose of Collection

We collect and use your personal information for the following purposes:

- To process and fulfil your orders
 - To communicate with you about your order
 - To provide customer support
 - To send marketing communications (where you have opted in)
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4. Marketing Communications

If you subscribe to our marketing communications, we may send you emails about our products, promotions, and updates.

You may opt out of receiving marketing communications at any time by clicking the **unsubscribe link** included in our emails.

5. Disclosure of Personal Information

We may disclose your personal information to third parties where reasonably necessary to operate our business, including:

- **Payment processors** (such as Stripe and PayPal) to securely process transactions
- **Shipping providers** (such as Australia Post) to deliver your orders
- **Website platform providers** (such as Wix) to operate our online store

We do not sell or rent your personal information to third parties.

6. Overseas Disclosure

Some of our third-party service providers (including Wix, Stripe, and PayPal) may store or process personal information outside of Australia.

Where this occurs, we take reasonable steps to ensure that such providers handle your personal information in a manner consistent with Australian privacy laws.

7. Cookies and Website Data

Our website platform (Wix) may use cookies or similar technologies to ensure the proper functioning of the website and improve user experience.

By using our website, you consent to the use of such technologies where applicable.

8. Data Security

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure.

However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

9. Access and Correction

You have the right to request access to the personal information we hold about you and to request corrections if it is inaccurate, out-of-date, or incomplete.

To make a request, please contact us at:

Email: info@lowfocus.com.au

We will respond to your request within a reasonable period.

10. Complaints

If you believe we have breached the **Australian Privacy Principles**, you may contact us using the details below.

We will investigate your complaint and respond within a reasonable timeframe.

11. Children's Privacy

Our website is intended for a general audience. We do not knowingly collect personal information from children under the age of 18 without parental consent.

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations.

The updated version will be published on our website with a revised effective date.

13. Contact Us

For any questions, requests, or concerns regarding this Privacy Policy or your personal information, please contact:

LOWFOCUS

Email: info@lowfocus.com.au