



# BlindSpot Solutions

## Privacy Policy

Last reviewed – August 2025



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**Last updated:** 05 August 2025

## 1. Introduction

At BlindSpot Solutions, your privacy matters to us. We're committed to handling your personal information with care, transparency, and respect. This Privacy Policy explains what information we collect, how and why we use it, how it's stored, and the steps we take to keep it safe. It also outlines your rights under the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Whether you're visiting our website, attending an event, or working with us directly, you should feel confident about how your information is treated. By using our website or services, you agree to the practices described in this Policy.

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## 2. What this Policy covers

This policy applies to:

- Visitors to our website: [www.blindspot.solutions](http://www.blindspot.solutions)
- Clients and prospective clients of BlindSpot Solutions
- People who attend our events, workshops, webinars, or onsite services
- Individuals whose information may be directly provided to us or incidentally captured during service delivery (for example, through recordings or photos during accessibility reviews)

It explains how we handle personal information in all these situations, whether the information is provided by you directly, collected automatically, or gathered during the course of delivering our services.



### 3. Information I collect

Personal Data you give us directly:

- Name, email address, phone number, and job title
- Postal or business address
- Any other information you choose to share in an enquiry, registration, or service engagement

Information collected automatically (Usage Data):

- Your IP address
- Browser type and version
- Pages you visit and how long you spend on them
- Device identifiers and diagnostic information

Information from service delivery:

- Photos, video, or audio recordings taken with your consent during events, workshops, or onsite reviews
- Notes from meetings, consultations, or accessibility assessments

We only collect the information we need to deliver our services effectively, meet legal obligations, and improve the way we work.

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### 4. How we use your information

We use your information to:

1. Provide our services – Deliver the consulting, training, or resources you've requested
2. Communicate with you – Respond to enquiries, send updates, and arrange services
3. Improve our services – Analyse how people use our website and resources so we can make them better



4. Meet legal obligations – Comply with Australian laws and protect our legal rights
5. Send marketing updates – Share relevant news, resources, or offers if you've opted in (you can unsubscribe at any time)

We do not sell your personal information to third parties.

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## 5. How we store and protect your information

We store your information securely in electronic form. Where we use third-party providers (such as Microsoft 365, Zoom, or Wix), your data may be stored in Australia or overseas.

We take reasonable steps to protect your personal information from loss, misuse, unauthorised access, disclosure, or alteration. While we use appropriate safeguards, no method of electronic storage or transmission is completely secure, and we cannot guarantee absolute security.

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## 6. How we share your information

We may share your information in the following situations:

- **With service providers**

To help deliver or improve our services (for example, cloud hosting, email platforms, or payment processing)

- **If required by law**

When we must disclose information under Australian law or to comply with a legal process

- **With your consent**

For specific purposes you agree to in writing

- **During business changes**

If BlindSpot Solutions merges with another business or is sold, your information may be transferred as part of that process

We will never sell your personal information to third parties.



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Here's **Section 7** updated for the “we/us” voice and readability:

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## 7. Data retention and deletion

We keep your personal information only for as long as it is needed to deliver our services or meet legal and regulatory requirements.

You can request that we delete your personal information at any time by emailing [david@blindspot.solutions](mailto:david@blindspot.solutions). We will remove it unless we are legally required to retain certain records.

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Here's **Section 8** rewritten with the “we/us” voice and a plain-English approach:

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## 8. Your rights

Under the Privacy Act 1988 (Cth), you have the right to:

- Ask for a copy of the personal information we hold about you
- Request corrections if the information is inaccurate or incomplete
- Withdraw your consent for receiving marketing communications
- Make a complaint if you believe your privacy has been breached — either directly to us or to the Office of the Australian Information Commissioner (OAIC)

If you wish to exercise any of these rights, please contact us using the details in Section 12.

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## 9. Children's privacy

Our services are not intended for children under 13 years of age. We do not knowingly collect personal information from children without parental or guardian consent.

If you believe a child has provided us with personal information without the appropriate consent, please contact us. We will take steps to delete that information promptly.

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Here's **Section 10** revised with the "we/us" voice:

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## 10. Links to other sites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites.

If you follow a link to another website, we encourage you to review that site's privacy policy so you understand how your information may be collected and used.

## 11. Updates to this Policy

We may update this Privacy Policy from time to time. If we make significant changes, we will notify you by email or by posting a clear notice on our website.

The "Last updated" date at the top of this Policy will always show the latest version.

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## 12. Contact us

If you have any questions about this Privacy Policy or your privacy rights, please contact us:

- **Website:** [www.blindspot.solutions](http://www.blindspot.solutions)
- **Email:** [david@blindspot.solutions](mailto:david@blindspot.solutions)

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We are committed to being transparent about how we handle your personal information and to respecting your privacy at every stage of our work together. Protecting your information is an important part of the trust you place in us, and we will continue to review and improve our practices to meet both our legal obligations and your expectations.