



BlindSpot Solutions

Privacy Policy

March 2026



accessibility@blindspot.solutions



www.blindspot.solutions

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Last Updated: 12th March 2026

Privacy Policy

Our commitment

BlindSpot Solutions Pty Ltd is committed to handling personal information with care, transparency, and respect.

We want clients, website visitors, event participants, and other contacts to feel confident about how their information is collected, used, stored, and protected. This Privacy Policy explains our approach to personal information and outlines the steps we take to manage it responsibly.

What this policy covers

This policy applies to people who visit our website, engage with our services, attend our events, workshops, webinars, or onsite activities, or otherwise provide information to us in the course of working with BlindSpot Solutions.

It also applies where personal information is collected directly, gathered automatically through use of our website, or created or recorded during service delivery, such as notes, recordings, or photos taken with consent.

The information we collect

We may collect personal information such as your name, email address, phone number, job title, postal or business address, and any other information you choose to share with us through an enquiry, registration, or service engagement.

We may also collect website usage information such as your IP address, browser type and version, pages visited, time spent on pages, device identifiers, and diagnostic information. In some cases, we may also collect information created during service delivery, such as meeting notes, consultation notes, accessibility assessment records, or photos, video, or audio



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recordings taken with your consent. We only collect information that is reasonably needed to provide our services, meet legal obligations, and improve the way we work.

How we use your information

We use personal information to provide our services, respond to enquiries, communicate with you, arrange and deliver consulting, training, or other support, and improve our website, resources, and services.

We may also use information to meet legal obligations, protect our legal rights, and send relevant news, updates, resources, or offers where you have chosen to receive them. You can unsubscribe from marketing communications at any time. BlindSpot Solutions does not sell personal information to third parties.

How we store and protect your information

We store personal information securely in electronic form and take reasonable steps to protect it from loss, misuse, unauthorised access, disclosure, or alteration.

Where we use third-party service providers such as Microsoft 365, Zoom, or Wix, information may be stored in Australia or overseas. While we use appropriate safeguards, no method of electronic storage or transmission is completely secure, so we cannot guarantee absolute security.

How we share your information

We may share personal information with service providers who help us deliver or improve our services, such as cloud hosting, email platforms, or payment processing providers.

We may also disclose information where required by law, where you have given consent for a specific purpose, or as part of a business sale, merger, or similar change. BlindSpot Solutions does not sell personal information to third parties.



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Retention and deletion

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

You may request deletion of your personal information at any time by contacting us. We will remove it unless we are required to keep certain records for legal, regulatory, or operational reasons.

Your rights

Under the Privacy Act 1988 (Cth), you may request access to the personal information we hold about you, ask us to correct information that is inaccurate or incomplete, withdraw consent for marketing communications, and raise a complaint if you believe your privacy has been affected.

If you would like to exercise any of these rights, please contact us using the details at the end of this policy. You may also raise a privacy complaint with the Office of the Australian Information Commissioner.

Children's privacy

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

If you believe that a child has provided personal information without appropriate consent, please contact us so we can take steps to delete that information.

Third-party websites

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

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



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Updates to this policy

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

If we make significant changes, we may notify you by email or by posting a clear notice on our website. The last updated date at the top of this policy will show the current version.

Contact us

If you have any questions about this Privacy Policy or your privacy rights, please email us at accessibility@blindspot.solutions.

We are committed to being transparent about how we handle personal information and to continuing to review and improve our privacy practices over time.