

# Privacy Policy

Last Updated: 21 Jul 2025

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## 1. Overview on our Data Collection

At Supersolid, we are committed to protecting your privacy and handling your personal information with transparency and integrity. We adhere to the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 (Cth).

A full copy of the Australian Privacy Principles is available at the Office of the Australian Information Commissioner: [www.oaic.gov.au](http://www.oaic.gov.au).

### A. Personal Information Collection

Supersolid collects personal information via multiple channels, including but not limited to:

- Interviews and correspondence
- Phone or email communications
- Our website ([supersolid.agency](http://supersolid.agency))
- Our social media accounts
- Media and publications
- Publicly available sources
- Third parties

Please note we cannot guarantee the privacy practices of third-party websites we link to or interact with.

### B. Purpose of Collection

We collect your personal information for primary purposes such as:

- Delivering services to you
- Sharing relevant information with our clients
- Conducting marketing and communications campaigns

We may also use this data for closely related secondary purposes that you would reasonably expect. You may unsubscribe from any marketing communication at any time via written request or the unsubscribe link in any of our automatically-sent emails.

When collecting personal information we will explain, when appropriate and possible, why we are collecting it and how it will be used.

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## 2. Third-Party Tools and Platforms

While we prefer to collect data directly, there are instances where third parties may share information with us. In such cases, we will take reasonable steps to notify you.

We use the following third-party services that may collect data such as IP addresses, cookies, and user-agent information:

Facebook & Instagram – Used for media content. Data handled as per [Facebook's Privacy Policy](#).

Google – Used for internal and external communications, infrastructure hosting and documentation. See [Google Privacy Policy](#).

Microsoft 365 – Used for external communication, documentation and client service connections. See [Microsoft Privacy Policy](#).

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## 3. Privacy Inquiries and Complaints

If you have any questions, concerns, or complaints regarding your privacy or the way your personal data is handled, please contact us via:

Email: [inbox@supersolid.agency](mailto:inbox@supersolid.agency)

Attention: Alex Newman or Jonathon Shannon

L4, 130-144 Cleveland Street, Chippendale NSW 2008 Australia

We will respond to your enquiry within a reasonable timeframe and work to resolve any issues to your satisfaction.