

Privacy Policy - Synora Designs

Effective: 29 October 2025

Synora Designs is committed to providing quality services to you, and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the **Privacy Act 1988 (Cth)** (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure, and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of the Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

What is Personal Information, and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include:

- Names
- Addresses
- Email addresses
- Phone numbers

This Personal Information is obtained in many ways, including correspondence, telephone, email, via our website www.synoradesigns.com, social media, media and publications, cookies, enquiry forms, and from third parties. We don't guarantee website links or policies of authorised third parties.

We collect your Personal Information for the primary purpose of:

- Providing our services to you

- Providing information to our clients
- Processing enquiries
- Marketing purposes

We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

You may unsubscribe from our mailing or marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive Information is defined in the Privacy Act to include information or opinion about such things as an individual's:

- Racial or ethnic origin
- Political opinions
- Membership of political associations
- Religious or philosophical beliefs
- Membership of a trade union or other professional body
- Criminal record
- Health information

Sensitive Information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent

- Where required or authorised by law
-

Payments

All payments to Synora Designs are processed securely through **Stripe Hosted Checkout**. When you make a payment, you are redirected to Stripe's secure payment platform.

Synora Designs does not collect or store your credit or debit card details. Stripe handles all payment information in accordance with its own strict security standards, including PCI DSS compliance.

We may receive limited information from Stripe, such as your name, email address, and confirmation of payment, which we use for record-keeping and invoicing purposes.

For more information on how Stripe handles Personal Information, please refer to the [Stripe Privacy Policy](#).

Cookies and Analytics

Our website uses cookies and similar technologies to help us provide you with a better user experience. Cookies may be used to:

- Monitor website traffic and performance
- Improve functionality and services
- Support marketing and advertising campaigns (e.g., Google Analytics, Meta Pixel)

You can choose to disable cookies through your browser settings, though this may affect the functionality of our website.

You can also opt out of Google Analytics tracking by using the [Google Analytics Opt-out Browser Add-on](#).

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances, we may be provided with information by third parties (e.g., marketing platforms, referral partners). In such a case, we will take reasonable steps to ensure that you are made aware of the information provided to us.

Overseas Disclosure

Some of the service providers we use (including cloud storage, email hosting, analytics, and payment processing providers) may store or process Personal Information overseas, including in the United States and Singapore.

By using our services, you consent to your Personal Information being transferred and stored outside Australia, where it may not receive the same level of protection as under Australian law.

Disclosure of Personal Information

Your Personal Information may be disclosed in several circumstances, including the following:

- To third parties, where you consent to the use or disclosure
 - Where required or authorised by law
-

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse, loss, unauthorised access, modification, or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it. However, most Personal Information is or will be stored in client files, which we will keep for a minimum of seven years.

Access to Your Personal Information

You may access the Personal Information we hold about you and update or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Synora Designs will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

To protect your Personal Information, we may require identification before releasing the requested information.

Maintaining the Quality of Your Personal Information

It is important to us that your Personal Information is accurate and up to date. We will take reasonable steps to ensure that your Personal Information is complete, current, and correct. If you find that the information we have is inaccurate or outdated, please advise us as soon as practicable so we can update our records.

Policy Updates

This Policy may change from time to time and will always be available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

Synora Designs

Email: privacy@synora.com.au

ABN: 48 991 665 879