

PRIVACY POLICY

Last updated: 8 October 2026

Lewin Digital is a business name of Harry James Lewin, sole trader (ABN 20 731 183 059) ("Lewin Digital", "we", "us", "our") respects your privacy. This policy explains how we collect, use, store and share personal information, and how you can contact us about it. We aim to handle personal information in line with the Australian Privacy Principles in the *Privacy Act 1988* (Cth).

1. Information we collect

- **Enquiries:** when you use our contact form, email, call or message us, we collect your name, email address, phone number, the services you are interested in and anything you tell us.
- **Clients:** business name, ABN, contact people, postal and billing addresses, phone numbers, email addresses, quotes, agreements, invoices, payment records and our communications with you.
- **Service delivery:** logins, account details and system information you give us so we can provide IT, security, hosting, website and marketing services.
- **Quote links:** when you open a quote we send you, we record the time, your IP address, your browser type and your approximate location (country), so we know it reached you. When you accept a quote online, we record the name you type, the time, your IP address and your browser as a record of your acceptance.
- **Website data:** basic technical information such as IP address, browser type, pages visited and the time of your visit, collected through our hosting and security providers.
- **Data we handle for clients:** when we host or manage a client's website, email or systems, we may have access to personal information of that client's customers or staff. We handle it only on our client's instructions and to provide our services (see section 6).

We do not collect sensitive information (such as health information) unless it is needed for a service and you have agreed to it. You can deal with us without giving your name where that is practical, for example for a general enquiry.

2. How we use your information

- To respond to enquiries and prepare quotes and proposals.
- To see when a quote has been opened, and to keep a record of when and how it was accepted.
- To provide, manage, support and improve our services.
- To send invoices, statements, reminders and service notices by email or SMS, and to recover overdue amounts.
- To keep our systems and our clients' systems secure.
- To meet our legal, tax and record-keeping obligations.

- To send you updates or offers about our services. You can opt out at any time by using the unsubscribe link or contacting us.

We do not sell or rent your personal information.

3. Who we share it with

We only share personal information where needed to run our business or provide services, including with:

- accounting and invoicing providers (such as Xero);
- hosting, cloud, email, SMS and website providers (such as Cloudflare, Google and Microsoft);
- advertising and platform providers, when running campaigns for you;
- payment providers and banks;
- subcontractors working on your project, who must keep your information confidential;
- professional advisers, debt collection agencies and insurers, where reasonably needed; and
- government agencies or others where required or authorised by law.

4. Overseas storage

Some of our service providers store or process data outside Australia, including in the United States, Europe and other countries where they operate data centres. We take reasonable steps to use reputable providers with appropriate security and privacy practices.

5. Cookies and analytics

We use our own simple, first-party analytics to count visits to our website. This stores a random visitor ID in your browser and records the page you visited, the referring website and the time of your visit. It does not identify you personally and is not shared with advertisers. We do not use advertising or third-party tracking cookies. Our hosting and security providers may also log technical information to keep the site fast and secure, and our pages load fonts and icons from third-party services (Google Fonts and cdnjs), which may receive your IP address. You can clear or block site storage in your browser settings at any time.

6. Data we handle for our clients

When we provide hosting, website, email, IT or security services, our clients remain responsible for the personal information of their own customers and staff, and for their own privacy policies. We only access and use that information to provide our services, keep it confidential, and take reasonable steps to protect it.

7. Storage and security

- We store information electronically using secure, access-controlled systems, with measures such as encryption, multi-factor authentication and restricted access.
- No system is completely secure, but we take reasonable steps to protect personal information from misuse, loss and unauthorised access, change or disclosure.
- If a data breach is likely to cause serious harm, we will act quickly to contain it and notify affected people, and the Office of the Australian Information Commissioner where required.

8. How long we keep it

We keep personal information for as long as we need it for the purposes above. Financial and tax records are kept for at least 5 years as required by law. When information is no longer needed, we delete it or de-identify it.

9. Access and correction

You can ask to see the personal information we hold about you, or ask us to correct it, by contacting us. We will respond within 30 days. We may need to confirm your identity first, and in limited cases the law allows us to refuse access, in which case we will tell you why.

10. Complaints

If you have a concern about how we have handled your personal information, please contact us first and we will try to resolve it within 30 days. If you are not satisfied, you can contact the Office of the Australian Information Commissioner at [oaic.gov.au](https://www.oaic.gov.au).

11. Changes to this policy

We may update this policy from time to time. The latest version will always be on this page.

12. Contact us

Lewin Digital

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Email: admin@lewindigital.com.au

Phone: [0494 790 338](tel:0494790338)