

Privacy Policy for Mantra and Moss

Last updated: 01 February 2026

At **Mantra and Moss**, your privacy matters. We are committed to protecting your personal information and handling it in a safe, respectful, and transparent way. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website, purchase our products, or interact with our services.

This policy is designed to comply with the **Australian Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

1. Who We Are.

Business Name: Mantra and Moss

Website: www.mantraandmoss.com.au

Contact Email: mantraandmoss@gmail.com

Mantra and Moss provides digital resources, educational materials, workshops, and wellbeing content designed to support nervous system regulation and emotional wellbeing.

2. What Information We Collect.

We may collect personal information when you:

- Purchase a product
- Subscribe to our email list
- Download a free resource
- Contact us via email or website forms
- Participate in workshops or programs
- Visit our website

The information we collect may include:

- Name
- Email address
- Phone number (if provided)
- Billing and payment details
- Purchase history
- Website usage information
- IP address and device information

We only collect information that is reasonably necessary to provide our services.

3. How We Use Your Information.

We use your information to:

- Process purchases and deliver digital products
- Communicate with you about your orders
- Send newsletters, updates, and resources (if you opt in)
- Improve our services and website
- Respond to enquiries or support requests
- Meet legal and regulatory requirements

We will never sell your personal information to third parties.

4. Email Marketing & Communication.

If you subscribe to our mailing list, you may receive emails about:

- New products
- Resources and updates
- Workshops or services
- Wellbeing content and educational information

You can unsubscribe at any time by clicking the unsubscribe link in any email.

5. Payments and Financial Information.

Payments are processed securely through trusted third-party providers such as:

- Stripe
- PayPal
- Gumroad

- Etsy
- Other secure payment platforms

We do not store your credit card details on our systems.

6. Cookies & Analytics.

Our website may use cookies and analytics tools (such as Google Analytics) to:

- Understand how visitors use our website
- Improve performance and user experience
- Measure marketing effectiveness

Cookies are small data files stored on your device. You can disable cookies in your browser settings if you prefer.

7. How We Protect Your Information.

We take reasonable steps to protect your personal information from:

- Misuse
- Loss
- Unauthorised access
- Disclosure
- Modification

Your information may be stored securely using trusted platforms such as:

- Email marketing services
- Website hosting providers
- Payment processors
- Cloud storage systems

We only retain information for as long as necessary to provide our services or comply with legal obligations.

8. Storing Your Information.

We may share your information with trusted third-party service providers who help us operate our business, such as:

- Payment processors
- Email marketing platforms
- Website hosting services
- Analytics providers
- IT and security providers

These providers are required to protect your information and use it only for the services they provide.

We may also disclose information if required by law.

9. Accessing & Updating Your Information.

You have the right to:

- Request access to your personal information
- Correct inaccurate information
- Request deletion of your data
- Withdraw consent for communications

To make a request, contact us at:

Email: [Insert email address]

We will respond within a reasonable timeframe.

10. Children's Privacy Policy.

Our products and services are intended for adults. We do not knowingly collect personal information from children under the age of 18 without parental consent.

11. Third Party Links.

Our website may contain links to external websites. We are not responsible for the privacy practices of those websites. We encourage you to read their privacy policies.

12. Changes To The Privacy Policy.

We may update this Privacy Policy from time to time to reflect changes in our services or legal requirements.

The updated version will always be available on our website with the revised date.

13. Contact Us.

If you have questions about this Privacy Policy or how your information is handled, please contact:

Mantra and Moss

Email: mantraandmoss@gmail.com

Location: Victoria, Australia

Your trust matters to us.

We are committed to handling your information with care, transparency, and respect.