

# Privacy Policy

Limitless Vision is committed to providing quality services to you and this policy outlines our ongoing obligations 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 (OAIC) at [www.oaic.gov.au/](http://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
- Social media handles
- Website behaviour and analytics

We collect this information in various ways, including:

- Through contact forms on our website: [www.limitlessvision.com.au](http://www.limitlessvision.com.au)
- Email and phone correspondence
- Newsletter sign-ups
- Social media interactions
- Client onboarding forms
- Analytics tools and cookies

We collect your Personal Information for the primary purposes of:

- Providing our marketing services to you
- Communicating with you about our services
- Sending promotional or informational content
- Analysing and improving our digital platforms

You may unsubscribe from our marketing communications at any time by contacting us or using the “unsubscribe” link in our emails.

## **Sensitive Information**

Sensitive information (such as political or religious views, health data, etc.) is only collected:

- With your consent
- If required or authorised by law
- If it is necessary for the services we are providing

We do not actively collect sensitive information in the ordinary course of our business.

## **Third Parties**

Where reasonable and practicable, we collect Personal Information directly from you. However, we may also receive information from third-party platforms or service providers (such as advertising platforms or campaign tools). In such cases, we take reasonable steps to notify you and ensure your data is handled appropriately.

## **Disclosure of Personal Information**

We may disclose your Personal Information:

- To third-party platforms or service providers used for marketing (e.g., Google Ads, Facebook, Mailchimp, etc.)
- Where you provide consent
- When required or authorised by law

These third parties are required to comply with privacy laws and only use your information for the intended purpose.

## **Use of Cookies and Analytics**

Our website uses cookies and similar tracking technologies to improve your experience and analyse site traffic. These tools may collect:

- IP addresses
- Browser types
- Pages visited
- Duration of visit

We may also use tools such as Google Analytics, Meta Pixel (Facebook), or email marketing platforms to measure campaign performance. You can opt out of cookie tracking through your browser settings.

## **Security of Personal Information**

Your Personal Information is stored securely and protected from misuse, loss, unauthorised access, modification, or disclosure.

When your information is no longer needed for the purpose for which it was collected, we take reasonable steps to destroy or de-identify it. However, we may retain certain data for at least seven years in client files or to comply with legal obligations.

### **Access to and Correction of Your Personal Information**

You may request access to the Personal Information we hold about you and request corrections if you believe it is inaccurate or outdated. To do so, please contact us in writing (see contact details below).

We will not charge for an access request, but we may charge a small administrative fee for providing a copy. We may require identity verification before releasing information.

### **Maintaining the Quality of Your Personal Information**

It's important to us that your information is accurate and up to date. Please notify us if your details change or if you believe the information we hold is incorrect.

### **Policy Updates**

This Privacy Policy may change from time to time and is available on our website:  
[www.limitlessvision.com.au](http://www.limitlessvision.com.au)

### **Privacy Policy Complaints and Enquiries**

If you have any concerns, queries, or complaints regarding our handling of your Personal Information, please contact us:

Limitless Vision  
Australian business number (ABN) 27 990 601 705  
Entity name N.T DE SANTOS & N.D SCOTT  
[www.limitlessvision.com.au](http://www.limitlessvision.com.au)  
[limitlessvisionau@gmail.com](mailto:limitlessvisionau@gmail.com)  
0420 989 982

We will respond to your enquiry or complaint within a reasonable timeframe and take all necessary steps to resolve the issue.