

Privacy Policy

Effective Date: 1 June 2026

Company Name: ShadeLux Australia

1. Introduction

ShadeLux Australia ("we", "our", or "us") respects your privacy and is committed to protecting the personal information we collect. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or interact with us.

2. Information We Collect

We may collect personal information including:

- Name
- Email address
- Phone number
- Business/company details
- Delivery and billing address

Any other information you provide through our website, forms, or communications

3. How We Use Your Information

We use your information to:

- Respond to enquiries and provide customer support
- Process orders and deliver products
- Provide quotes and manage business relationships
- Improve our website, products, and services
- Send updates, promotions, or important information
- Comply with legal obligations

4. Cookies and Website Tracking

Our website may use cookies and analytics tools to:

- Improve user experience
- Analyse website traffic
- Understand customer behaviour

You can adjust your browser settings to refuse cookies if you prefer.

5. Disclosure of Information

We may share your information with:

- Service providers (e.g. couriers, IT support)
- Professional advisers (e.g. accountants, legal advisors)
- Government authorities where required by law

We do not sell or rent your personal information to third parties.

6. Data Security

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, or disclosure.

7. Access and Correction

You may request access to the personal information we hold about you and request corrections if needed. Please contact us using the details below.

8. Third-Party Links

Our website may contain links to other websites. We are not responsible for the privacy practices of those sites.

9. Compliance with Australian Privacy Laws

We handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

10. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

11. Contact Us

If you have any questions about this Privacy Policy or how we handle your information, please contact us:

ShadeLux Australia

Email: admin@shadeluxaustralia.com.au

Phone: 0425 812 727

Address: 40 Dingley Avenue, Dandenong VIC 3175