



## WEBSITE NEXA WEB PRIVACY POLICY

This Privacy Policy applies to all personal information collected by Nexa Web Development (**we, us** or **our**) via the website located at [www.nexawebdev.com](http://www.nexawebdev.com) (**Website**).

### 1. What information do we collect?

The kind of Personal Information that we collect from you will depend on how you use the website. The Personal Information which we collect and hold about you may include:

Full name, email address, phone number, company name, and any additional personal information that you voluntarily provide through our contact form's message field.

### 2. Types of information

The Privacy Act 1998 (Cth) (Privacy Act) defines types of information, including Personal Information and Sensitive Information.

**Personal Information** means information or an opinion about an identified individual or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

If the information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as "Personal Information" and will not be subject to this privacy policy.

**Sensitive Information** is defined in the Privacy Act as including information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive Information will be used by us only:

- (a) for the primary purpose for which it was obtained;
- (b) for a secondary purpose that is directly related to the primary purpose; and
- (c) with your consent or where required or authorised by law.

### 3. How we collect your Personal Information

- (a) We may collect Personal Information from you whenever you input such information into the Website, related app or provide it to Us in any other way.



- (b) Our website may use basic cookies that are necessary for the website to function properly. These cookies are used to enhance your browsing experience and are essential for basic website operations.
- (c) We may use different types of cookies, including essential cookies for Website functionality and analytical cookies to improve user experience. In the future, we may implement marketing cookies that may be set by third parties for tracking and analytics purposes. Any cookies used can be managed through your browser settings. If third-party cookies are implemented, they will be subject to their respective privacy policies, which we encourage you to review.
- (d) We generally don't collect Sensitive Information, but when we do, we will comply with the preceding paragraph.
- (e) Where reasonable and practicable we collect your Personal Information from you only. However, sometimes we may be given information from a third party, in cases like this we will take steps to make you aware of the information that was provided by a third party.

#### **4. Purpose of collection**

- (a) We only collect Personal Information when you voluntarily provide it through our contact form. This information is used solely to respond to your inquiries and communicate with you about our services. In the future, we may implement analytics tools for SEO purposes, which will be updated in this privacy policy accordingly.
- (b) We only disclose Personal Information to our service providers and contractors who assist us in operating the Website if required, and you will be informed when such sharing occurs. Your Personal Information may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties, but only as necessary to provide our services.
- (c) By using our Website, you consent to the receipt of direct marketing material. We will only use your Personal Information for this purpose if we have collected such information direct from you, and if it is material of a type which you would reasonably expect to receive from use. We do not use sensitive Personal Information in direct marketing activity. Our direct marketing material will include a simple means by which you can request not to receive further communications of this nature, such as an unsubscribe button link.
- (d) Currently, we do not send direct marketing materials to our clients. If we implement marketing communications in the future, you will have the option to opt-in or out for receiving such communications by contacting us directly. We will process any opt-out requests promptly and maintain records of your preferences to ensure compliance with your request.

#### **5. Security, Access and correction**



- (a) We store your Personal Information received through our contact forms in our email system with appropriate security measures. Our contact form is powered by Web3Forms, which has its own privacy policy governing how they handle your submitted information. We do not maintain a separate database of customer information. When we no longer require your Personal Information, we will take reasonable steps to delete it from our email systems. For transparency, you can review Web3Forms' privacy policy on their website to understand how they process your form submissions.
- (b) The Australian Privacy Principles:
  - (i) permit you to obtain access to the Personal Information we hold about you in certain circumstances (Australian Privacy Principle 12); and
  - (ii) allow you to correct inaccurate Personal Information subject to certain exceptions (Australian Privacy Principle 13).
- (c) Where you would like to obtain such access, please contact us in writing on the contact details set out at the bottom of this privacy policy.

## **6. Complaint procedure**

If you have a complaint concerning the manner in which we maintain the privacy of your Personal Information, please contact us as on the contact details set out at the bottom of this policy. All complaints will be considered by Jayden Vivar and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

## **7. Documentation and Response Timeline**

We will acknowledge receipt of your complaint within 3-5 business days and provide you with a reference number. Our privacy team will investigate your complaint and maintain detailed records of all communications and findings. We aim to resolve all privacy complaints within 14 business days. If additional time is required, we will notify you in writing. All complaint documentation will be retained for 12 months following resolution. If the matter requires escalation, our Privacy Officer will personally review your case within 5 business days of the escalation request.

## **8. How to contact us about privacy**

If you have any queries, or if you seek access to your Personal Information, or if you have a complaint about our privacy practices, you can contact us through:  
[contact.nexawebdev@gmail.com](mailto:contact.nexawebdev@gmail.com).