

SortaDigital – Privacy Policy

Last updated: 03/12/2025

At **SortaDigital** (“we”, “us”, “our”), we are committed to protecting your privacy and handling your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy explains how we collect, use, store, disclose, and protect your personal information when you use our website, SaaS tools, hosting services, and digital products.

By accessing or using our website and services, you consent to this Privacy Policy.

1. What Personal Information We Collect

We may collect the following types of information:

1.1 Information You Provide

- Name, email address, phone number
- Business name and contact details
- Website content or data supplied for projects
- Billing information, invoices, payment details
- Login details for your client portal
- Any information provided through forms, enquiries, or support requests

1.2 Automatically Collected Information

When you visit our website or use our SaaS tools:

- IP address and device information

- Browser type and version
- Pages visited and time spent
- Cookies and analytics data
- Referrer information

1.3 Account & Service Information

If you become a SortaDigital client, we may also collect:

- Subscription details and service usage
 - Hosting or domain information
 - Project files, content, and configuration
 - Communication history
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2. How We Use Your Personal Information

We may use your information to:

- Provide digital marketing, website design, hosting, and SaaS services
- Create and manage your client account
- Provide access to your invoices and billing information
- Deliver customer support
- Improve our website and services
- Process payments and subscription renewals
- Send important service announcements

- Comply with legal obligations
- Personalise your experience

We do **not** sell your personal information.

3. Cookies & Tracking

Our website may use cookies and similar technologies to:

- Improve site performance
- Analyse usage and traffic
- Store preferences
- Provide secure login sessions

You can disable cookies through your browser settings, but some parts of the website may not function properly.

4. How We Store & Protect Your Information

We take reasonable steps to protect personal information from:

- Unauthorised access
- Misuse or loss
- Modification or disclosure

This includes secure servers, encryption, access controls, and industry-standard protection practices.

However, no online service is entirely risk-free, and we cannot guarantee absolute security.

5. Disclosure of Personal Information

We may disclose your information to:

5.1 Service Providers

Such as:

- Payment processors
- Hosting partners
- Email and marketing platforms
- Domain registrars
- Cloud storage services
- Third-party software integrations

These providers may store data outside Australia.

5.2 Legal Obligations

We may disclose information when required by:

- Law
- Court order
- Regulatory authorities

5.3 Business Operations

If SortaDigital undergoes restructuring, merging, or business transfer, relevant information may be transferred as part of the transaction.

We do **not** sell personal information to marketers or unrelated third parties.

6. Access, Corrections & Your Rights

Under Australian law, you have the right to:

- Access your personal information
- Request corrections to inaccurate data
- Request deletion where applicable
- Opt out of marketing communications
- Restrict or withdraw consent for certain data uses

To make a request, contact us using the details below.

7. Third-Party Links

Our website may contain links to external sites.

We are not responsible for the privacy practices of those websites.

We encourage you to review their privacy policies.

8. Data Retention

We keep personal information only as long as necessary for business, legal, or operational purposes, including:

- Service agreements
- Hosting data
- Subscription and invoicing records

- Project files
- Communication history

You may request deletion of your data where legally permitted.

9. Children's Privacy

Our services are not intended for people under 16.
We do not knowingly collect information from children.

10. Changes to This Privacy Policy

We may update this Policy periodically.
Changes will be posted on this page with a revised "Last updated" date.

11. Contact Us

For questions about this Privacy Policy or to make a request, contact:

SortaDigital

Email: hello@sortadigital.com.au

Website: <https://sortadigital.com.au>