

Privacy Policy (Australia)

Last updated: 14 April 2026

Enigma Design Studio ("we", "us", "our") respects your privacy and is committed to handling personal information in an open and transparent way, consistent with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. What personal information we collect

We may collect personal information such as:

- Name (or preferred name)
- Email address
- Postal address (if you order physical goods or request shipping in future)
- Payment-related details (processed by third-party payment providers; we generally do not store full card details)
- Your communications with us (emails, contact forms, support requests)
- Website usage data (IP address, device/browser information, pages viewed, approximate location, referral source)
- Marketing preferences (subscriptions/unsubscriptions)

2. How we collect personal information

We collect personal information when you:

- Subscribe to a mailing list, request a download, or receive studio updates
- Contact us via website forms, email, or social channels
- Use our website (via cookies and similar technologies)
- Purchase products (when offered) or request fulfilment

Where reasonable and practical, you may interact with us anonymously or using a pseudonym, but some services (like delivering downloads or processing orders) will require identifying information.

3. Why we collect, use, and disclose personal information

We collect and use personal information to:

- Provide downloads and content you request
- Respond to enquiries and provide customer support
- Manage mailing lists and send updates (where you have opted in)
- Improve our website, content, and offerings (analytics and performance)
- Maintain security, prevent fraud, and troubleshoot issues
- Deliver products and manage orders (when physical goods are available)
- Meet legal and regulatory obligations

4. Who we share personal information with

We may disclose personal information to trusted third parties that help us run the studio, such as:

- Email marketing provider: MailerLite (for mailing lists, download delivery, and subscriber management)
- Website hosting and analytics providers
- Payment processors and e-commerce platforms (where applicable)



- Delivery and logistics providers (for shipped orders, when applicable)
- Professional advisers (accounting/legal), where necessary
- Government or regulators, where required by law

We only share what is reasonably necessary for the service being provided.

5. Overseas disclosures

Some of our service providers may store or process data outside Australia (common with email, analytics, and cloud hosting). Where this occurs, we take reasonable steps to ensure providers handle personal information in a manner consistent with Australian privacy expectations. If you would like details about current overseas locations for key providers, contact us using the details below.

6. Cookies and analytics

We use cookies and similar technologies to remember preferences, measure traffic and performance, and understand what content people use. You can control cookies through your browser settings. Blocking cookies may affect site functionality.

7. Direct marketing

If you opt in, we may send updates about new stories, artefacts, releases, or studio notes. You can unsubscribe at any time using the link in emails or by contacting us.

8. Data security and retention

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure, including access controls and use of reputable service providers. We retain personal information only as long as needed for the purpose it was collected, or as required by law.

9. Access and correction

You may request access to, or correction of, the personal information we hold about you. We may need to verify your identity before processing requests.

10. Complaints

If you have a privacy complaint, contact us with details and we will respond within a reasonable time. If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC).

11. Contact us

Enigma Design Studio
Launceston, Tasmania, Australia
Email: privacy@enigmadesignstudio.online

12. Changes to this policy

We may update this policy from time to time. The latest version will be published on our website with the updated date.