

CXMA

Privacy Policy

Effective Date: 30 May 2026

This Privacy Policy explains how CXMA (“we”, “our”, or “us”) collects, uses, stores, and protects personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and applicable Queensland privacy obligations.

1. What Information We Collect

We may collect personal information including names, email addresses, phone numbers, business details, billing information, contact form submissions, and other information voluntarily provided by users. We may also automatically collect IP addresses, browser information, analytics data, and device information through cookies and tracking technologies.

2. How We Collect Information

Information may be collected through contact forms, newsletter subscriptions, account registrations, transactions, support interactions, cookies, analytics platforms, and third-party integrations.

3. Why We Collect Your Information

We collect personal information to provide services, process transactions, respond to enquiries, improve website functionality, maintain security, comply with legal obligations, and communicate with users regarding updates or marketing communications where consent has been provided.

4. Cookies and Analytics

CXMA may use cookies and analytics services such as Google Analytics to improve website performance, understand visitor behaviour, and enhance user experience. Users may disable cookies through browser settings, although some website functionality may be affected.

5. Disclosure of Personal Information

We may disclose information to hosting providers, IT service providers, analytics providers, payment processors, professional advisers, and government authorities where legally required. We do not sell personal information.

6. Data Security

We implement reasonable technical and organisational safeguards to protect personal information from unauthorised access, misuse, loss, modification, or disclosure. However, no online transmission or storage system can be guaranteed as completely secure.

7. Access and Correction

Users may request access to personal information held by us and request corrections where information is inaccurate, incomplete, or outdated. Verification of identity may be required.

8. Retention of Information

Personal information is retained only as long as necessary for business, legal, accounting, or compliance purposes. Information no longer required will be securely destroyed or de-identified.

9. Third-Party Websites

Our website may contain links to third-party websites. CXMA is not responsible for the privacy practices or content of external websites.

10. Children's Privacy

Our services are not directed toward children under 18 years of age, and we do not knowingly collect personal information from children without appropriate consent.

11. Changes to This Policy

This Privacy Policy may be updated periodically. Changes will be published on this page with a revised effective date.

12. Complaints

Privacy complaints may be submitted to CXMA using the contact details below. If unresolved, users may contact the Office of the Australian Information Commissioner (OAIC).

13. Contact Us

CXMA

Website: www.cxma.com.au

Email: enquiries@cxma.com.au

This document is provided as a general privacy policy template and should be reviewed by qualified legal counsel before publication.