PRIVACY POLICY

Studio SQ
Last updated: 26 October 2026

1. Introduction

Studio SQ ("Studio SQ", "I", "me" or "my") is an interior design business operated by Sara Quatrale in South Australia, Australia.

I respect your privacy and am committed to handling personal information responsibly. This Privacy Policy explains how I collect, use, store and disclose personal information when you visit my website, contact me, book a consultation, purchase a service or otherwise interact with Studio SQ.

Studio SQ provides services within Australia. I may consider working with clients located in other countries on a case-by-case basis, subject to mutual agreement on project scope, timing, availability and practical arrangements.

This Privacy Policy is intended to reflect good privacy practices, using the Australian Privacy Principles as a benchmark where applicable. The privacy laws that apply may depend on the nature of my business, the services provided and the circumstances of each client.

By using my website or services, you acknowledge this Privacy Policy. Where consent is legally required, I will seek it separately.

2. What personal information I collect

The personal information I collect depends on how you interact with Studio SQ and the services you use.

Contact and identification information

This may include:

- Your name.
- Email address and telephone number.
- Billing address and other billing details.
- General location or country of residence, where relevant.
- Information you provide when contacting me or enquiring about my services.

Interior design project information

To understand your space and provide relevant design advice, I may collect:

- Property address or general project location, where necessary.
- Photographs and videos of your home, room or other project space.
- Floor plans, room dimensions, measurements and layouts.
- Your design brief, style preferences, project objectives and budget.
- Information about existing furniture, finishes, fixtures and fittings.
- Details about your functional requirements, practical constraints and desired outcomes.
- Other information you voluntarily provide during consultations or project communications.

Please avoid including unnecessary personal, sensitive or identifying information in photographs, videos or project documents.

Booking and payment information

If you book or purchase a service, I may collect information such as your selected service, appointment date and time, booking details, transaction amount, billing information and payment status.

Payments may be processed through Wix or a third-party payment provider made available through my website. Depending on the payment method and provider, payment information may be collected and processed directly by that provider.

I do not intentionally collect or store full payment card details outside an appropriate payment processing system.

Website and technical information

When you visit my website, certain information may be collected automatically through website functionality, server logs, cookies or similar technologies, depending on the features enabled.

This information may include:

- IP address and general location information.
- Browser, device and operating system information.
- Pages visited, referring websites and interactions with website content.
- Website usage statistics and technical diagnostic information.
- Cookie identifiers and related information, where applicable.

Communications and feedback

I may retain enquiries, emails, messages, consultation communications, feedback, testimonials and other correspondence you send to me.

I do not intentionally seek sensitive personal information unless it is reasonably necessary for a specific purpose and handled appropriately.

3. How I collect personal information

I may collect personal information:

- Directly from you through website forms, booking forms, emails, phone calls, consultations and social media messages.
- When you upload photographs, videos, measurements, floor plans or other project materials.
- When you book or pay for a service through my website.
- Automatically through website technologies, cookies and analytics tools, where enabled.
- From third-party service providers involved in bookings, payments or website operation, where relevant.

You can choose not to provide certain information. However, if information is necessary to deliver a service, I may be unable to confirm your booking, assess your project or provide the requested design advice.

4. How I use personal information

I use personal information for purposes reasonably connected with operating Studio SQ, including to:

- Respond to enquiries and communicate with prospective and existing clients.
- Assess project suitability and understand your design requirements.
- Schedule, administer and deliver consultations and other interior design services.
- Review photographs, videos, measurements, floor plans, budgets and design briefs.
- Prepare design recommendations, reports, concepts and other agreed deliverables.
- Process bookings, payments, refunds and related administration.
- Maintain business, financial, tax and transaction records.
- Improve my website, services and client experience.
- Understand website traffic and content performance through analytics, where enabled.
- Maintain website security and help prevent fraud, misuse and unauthorised access.
- Meet applicable legal and regulatory obligations.
- Resolve disputes and establish, exercise or defend legal claims where appropriate.

I will not use private client photographs, videos or project materials in my portfolio, marketing materials, social media or other public content without your permission, unless otherwise lawfully permitted.

Where I wish to feature your project, I will seek separate permission and discuss any agreed attribution or identifying details.

5. Website hosting, bookings, payments and third-party providers

Studio SQ uses third-party services where necessary to operate its website and provide services.

Depending on the features enabled, these may include:

- **Wix:** website hosting, website forms, booking functionality, website administration and related services.
- **Payment providers:** processing payments, refunds and transaction-related information.
- **Analytics providers:** measuring website traffic and performance, where enabled.
- **Communication and file-sharing providers:** facilitating client communication and project delivery.
- **Professional service providers:** accountants, legal advisers, IT support and other business service providers.

These providers may collect, process, store or access personal information as necessary to perform their services. Their handling of information may also be governed by their own privacy policies, terms and contractual arrangements.

I aim to use third-party services that are appropriate for my business and to disclose personal information only where reasonably necessary for the purposes described in this policy or otherwise permitted by law.

I do not sell personal information to third parties.

6. Cookies, analytics and website technologies

My website may use cookies and similar technologies to support website functionality, remember preferences, understand visitor behaviour and measure website performance.

Depending on the tools enabled, these technologies may include:

- Essential cookies needed for website or booking functionality.
- Preference cookies that remember settings.
- Analytics cookies that help me understand website traffic and usage.
- Other tracking technologies, if introduced and appropriately configured.

Where required by applicable law, I will seek consent before using non-essential cookies or similar technologies.

You may be able to manage your preferences through a website cookie banner or settings tool, if provided, and through your browser settings. Disabling certain cookies may affect the functionality of the website.

The specific cookies and tracking technologies used will depend on my website configuration and the services integrated with it.

7. Social media and external links

My website may contain links to third-party websites or social media platforms.

If you follow an external link or interact with content hosted by another platform, that platform may collect personal information in accordance with its own privacy policy, terms and settings.

Studio SQ does not control the privacy practices of external websites or platforms. I encourage you to review their privacy policies before sharing personal information with them or making purchases through their services.

Studio SQ may share product recommendations, affiliate links and other content through its social media accounts. Any affiliate activity involving platforms such as ShopMy or Etsy takes place separately from the operation of this website and is subject to the relevant platform terms and applicable disclosure requirements.

This Privacy Policy does not replace the privacy policies or disclosures that may apply to those external platforms.

8. When I disclose personal information

I may disclose personal information to third parties in the following circumstances:

- To website hosting, booking, payment, communication and file-storage providers where necessary to operate my business.
- To professional advisers and service providers who assist with business operations, accounting, legal matters or technical support.
- Where you have consented to the disclosure.
- Where disclosure is reasonably necessary to provide a service you have requested.
- Where required or authorised by law.
- Where reasonably necessary to establish, exercise or defend a legal claim, where permitted by law.

I do not sell or rent personal information to data brokers or third parties for their independent marketing purposes.

Where I engage third-party service providers, their access to personal information should be limited to what is reasonably necessary for their relevant functions, subject to the arrangements and controls available.

9. International clients and overseas data handling

Studio SQ is based in South Australia, Australia and provides services to clients within Australia.

I may consider international projects on a case-by-case basis, subject to mutual agreement regarding project scope, availability, timing, communication arrangements and delivery of services.

If I agree to provide services to a client located outside Australia, I will handle their personal information in accordance with this Privacy Policy and any applicable legal requirements.

Some third-party service providers used to operate my website, process payments, manage bookings, communicate with clients or store project files may store or process personal information outside Australia or permit access from overseas locations.

The countries in which personal information may be stored or processed will depend on the providers and services used. I will take reasonable steps to understand relevant data-handling arrangements and meet any applicable obligations concerning overseas disclosures.

If you are located outside Australia, additional privacy rights or requirements may apply depending on your location, the nature of the services provided and the circumstances of the engagement.

Nothing in this policy guarantees that Studio SQ offers services in every country or that every international engagement will be accepted.

10. How I store and protect personal information

I take reasonable steps appropriate to my business to protect personal information against misuse, interference, loss, unauthorised access, modification and disclosure.

Depending on the information and service involved, these steps may include:

- Using password-protected accounts and devices.
- Restricting access to information where appropriate.
- Using established website, payment and file-storage providers.
- Maintaining appropriate account and device security.
- Limiting the collection and retention of information to what is reasonably necessary.

Personal information may be held in website systems, booking and payment platforms, email accounts, cloud storage, project files and business records.

No electronic storage system or online transmission method can be guaranteed to be completely secure. While I take reasonable precautions, I cannot guarantee absolute security.

If I become aware of a privacy or data security incident, I will assess and respond to it in accordance with applicable legal requirements.

11. How long I retain personal information

I retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including providing services, maintaining business records, resolving disputes and meeting applicable legal, accounting and tax obligations.

Some records may need to be retained for legally prescribed periods. Australian tax and business recordkeeping requirements may affect how long transaction and financial records must be kept.

When personal information is no longer required, I will take reasonable steps to delete it, destroy it or de-identify it where appropriate and legally permitted.

Information held by third-party providers may also be subject to their retention, backup and deletion practices.

12. Your privacy rights

Subject to applicable law, you may be able to request to:

- Access personal information I hold about you.
- Correct information that is inaccurate, incomplete, irrelevant or out of date.
- Withdraw consent where processing relies on your consent.
- Stop receiving optional marketing communications.
- Request deletion of personal information where appropriate and legally permitted.
- Ask questions about how your personal information is collected, used, stored or disclosed.

To make a request, contact me using the details in the Contact section below.

I may need to verify your identity before responding to a request.

In some circumstances, I may be unable to provide access to, correct or delete particular information, including where legal obligations or other applicable exceptions apply. If I cannot fulfil your request, I will explain the reason where legally appropriate.

The availability and extent of these rights depend on the privacy laws applicable to your circumstances.

13. Marketing communications

I may occasionally share business updates, new services, design content or promotional information where you have opted in or where otherwise permitted by applicable law.

You can unsubscribe from marketing emails using the unsubscribe link provided or by contacting me directly.

Unsubscribing from marketing communications will not prevent me from sending essential messages relating to an existing booking, payment, consultation or service.

I will not use private project materials for marketing purposes without permission, as described in this policy.

14. Children's privacy

Studio SQ's services and booking facilities are intended for adults.

I do not knowingly collect personal information directly from children through my website for marketing purposes.

If you believe a child has provided personal information to Studio SQ, please contact me so I can assess the circumstances and take appropriate steps.

15. Third-party websites and services

My website may contain links to websites, services or platforms that I do not own or control.

This Privacy Policy applies to Studio SQ's handling of personal information and does not govern the independent privacy practices of those third parties.

Please review their privacy policies and terms before providing personal information or completing a transaction on an external website.

16. Privacy complaints

If you have a concern about how Studio SQ has handled your personal information, please contact me using the details below.

Please include a description of your concern and any relevant information so I can investigate.

I will acknowledge your complaint within a reasonable time, assess the circumstances and respond as soon as reasonably practicable. Where appropriate, I will work with you to resolve the issue.

If your concern cannot be resolved directly, you may be able to raise it with the relevant privacy regulator, depending on the laws that apply.

In Australia, information about privacy complaints is available from the Office of the Australian Information Commissioner (OAIC):

https://www.oaic.gov.au/privacy/privacy-complaints

If you are located overseas, you may also have rights or complaint options under the privacy laws applicable to your circumstances.

17. Changes to this Privacy Policy

I may update this Privacy Policy from time to time to reflect changes to my business, website features, service providers, legal requirements or privacy practices.

The latest version will be published on my website with the updated date.

I encourage you to review this page periodically.

18. Contact Studio SQ

For privacy enquiries, access or correction requests, or complaints, please contact:

Studio SQ
Email: support@studiosq.co
Website: https://www.studiosq.co
Business location: South Australia, Australia

If my contact details change, I will update this section accordingly.