

# Privacy Policy

Last updated 10 March 2026

## About this Policy

This policy sets out how Ina Flow (<https://www.inaflow.com.au> , “Website”) collects, uses and discloses your personal information.

By accessing or using the Website, you agree to the use and disclosure of your personal information in the manner described in this policy.

## Ina Flow and privacy

Ina Flow is bound by the Privacy Act (1988).

## What personal information is collected?

The Website collects personal information that it considers necessary for it to provide the range of services that Ina Flow offers.

The provision of personal information by You is voluntary. It is collected via the Website and may include:

- Your name, address and contact details
- User ID's and passwords

Your privacy is important to Ina Flow. The information received from you helps provide you with the best information and services possible. Your personal or individual information is not shared or sold to any third party. Ina Flow only collects individual information that you voluntarily submit. Any information you provide is stored securely on the Website's servers.

## How is personal information collected?

Ina Flow collects personal information in a number of ways, including:

- directly from you when you provide information directly via the website, in person, by phone or in writing (whether electronic or otherwise)
- directly from you when you communicate with Ina Flow.

## How is personal information used?

Your personal Information may be used for the following purposes:

- to provide the services requested by you
- to manage those services including customer service and billing
- to research, develop and improve Ina Flow's services
- to conduct surveys to determine use and satisfaction with Ina Flow's services
- to generate statistics in relation to the website
- to promote and market special offers and other services to you.

## What if you don't provide personal information?

If you choose not to provide personal information when requested, Ina Flow may not be able to provide you with the full range of services.

### **Ina Flow's Website, Linked Sites and Your personal information**

When you visit a website or use an application on the website, anonymous information is recorded such as IP address, time, date, referring URL, pages accessed and documents downloaded, type of browser and operating system.

The website may include links to third party web sites, applications and advertising served to the website by third parties (Linked Sites). Companies who operate Linked Sites may collect personal information through the use of cookies and otherwise. Ina Flow is not responsible for Linked Sites and recommends you read the privacy policy of Linked Sites before disclosing your personal information.

### **Cookies and Tracking Technologies**

We use cookies and similar tracking technologies to enhance your experience on our website, analyze site usage, and assist in our marketing efforts.

Cookies are small data files stored on your device that help us understand how visitors interact with our site. We primarily use Google Analytics to collect information such as pages visited, time spent on the site, and the type of device used. This helps us improve our services and website functionality.

You can control or disable cookies through your browser settings at any time.

For more information on how Google collects and processes data, you can visit [Google's Privacy and Terms](#).

To opt out of Google Analytics tracking, you can use the [Google Analytics Opt-out Browser Add-on](#).

### **Laws and Legal Rights:**

Ina Flow may use or disclose your personal or individual information in the following situations without your authorisation. These situations include: as Required by law, Public Health issues as required by law, Legal Proceedings, and Criminal Activity. Under the law, disclosures must be made to You when required by government departments to investigate or determine compliance with requirements.

**Outside Contractors:** Ina Flow may employ independent contractors ("contractors") to provide specific services such as web hosting and credit card processing. These contractors may have limited access to your information collected via this Website in the course of providing services to Ina Flow. Access to your Individual Information by these contractors is limited to the information reasonably necessary in order for the contractors to complete their services to us. The contractors are required to protect the privacy of your personal information consistent with this Privacy Policy.

### **What if you have a problem?**

If you have a problem, complaint, want to change your personal information or just wish to enquire about privacy please contact Ina Flow:

Email: [info@inaflow.com.au](mailto:info@inaflow.com.au)