

Last updated: 8 June 2026

At Lotus Grove Design Co, we're committed to protecting your privacy and handling your information responsibly, in line with applicable Australian privacy laws. This policy explains how we collect, use, and look after information when you visit our website, make an enquiry or booking, or engage our services.

Information we collect

We may collect personal and project-related information, including:

- your name, email address, and phone number
- billing and payment details
- booking information
- details about your property or project
- messages you send us through our website or other channels
- browser, device, and IP information
- information you choose to share about how your household lives, including any health or neurodiversity context (see "Sensitive information" below)
- information relevant to delivering your service

During consultations, video calls, site visits, planning, or project delivery, we may also collect:

- photographs, videos, and audio recordings
- measurements, scans, and floor plans
- AI-assisted notes or transcriptions
- software-generated renderings or visualisations
- related design or project documentation

Sensitive information

Some of what we ask — for example, whether anyone in your household experiences things like ADHD, autism, sensory sensitivities, anxiety, or chronic illness — is what privacy law calls sensitive information. We only ask because it genuinely helps us design a home that supports how your household actually lives. Sharing it is entirely your choice, and you're welcome to skip anything you'd prefer not to answer.

Where you do share it, we collect it only with your consent, use it only to understand your needs and tailor your design, keep it secure, and never sell it or share it without your permission. You can ask us to update or delete it at any time.

How we use your information

We use the information we collect to:

- manage bookings and scheduling
- communicate with you
- prepare for and deliver your consultation or project
- prepare quotes, invoices, and reports
- manage our day-to-day business and improve our services and website

We only use your photos, videos, or story for our portfolio, website, or social media with your written permission — see "Photos and stories" below.

Recordings & AI-assisted tools

To prepare accurately and save you time, we use AI-assisted tools such as transcription, note-taking, scanning, and design software. Where we'd like to record audio or video during a call or visit, we'll ask for your agreement first, and you're free to decline without it affecting your service. Any recordings are used only to deliver and document your project, and are handled in line with this policy.

Photos and stories

We'd love to share the work we do — but only if you're comfortable. We'll only use photographs, videos, or your story for our portfolio, website, or social media if you've given us written permission. We ask separately from your booking, you choose exactly what you're happy with (including staying anonymous), and you can change your mind and withdraw permission at any time.

Payment processing

Payments are processed securely through trusted third-party providers: Stripe, Square, and PayPal (including PayPal's Pay in 4 instalment option, where available). We don't store your full card details on our systems.

Cookies & analytics

Our website may use cookies and analytics tools to help it work well and to understand how it's used, so we can improve your experience.

When we share information

We may share information with trusted providers who help us run our business — for example:

- payment processing
- website hosting and software systems
- communications
- meeting legal or compliance obligations

We don't sell or rent your personal information to anyone.

Keeping your information secure

We take reasonable steps to protect your information from misuse, loss, and unauthorised access, disclosure, or alteration.

Access & corrections

You can ask to see or correct the personal information we hold about you — just contact us using the details below.

Other websites

Our website may link to other sites. We're not responsible for the privacy practices or content of those sites, though we only link to reputable providers.

Changes to this policy

We may update this policy from time to time. The current version will always be available on our website.

Contact us

Questions about your privacy, or anything else? We'd love to hear from you.

Lotus Grove Design Co

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