

Privacy Policy

November 2025



Overview

At Maya Remote Solutions, your privacy matters.

We're committed to protecting your personal information and being transparent about how it's collected, used and stored.

This policy explains how we handle personal data collected through our website, email, social media, and any other interactions with our business.

By using our services, visiting our website, or engaging with us online, you agree to the terms of this Privacy Policy.

Who We Are

Maya Remote Solutions is an Australian business based in Northern NSW, providing marketing, social media management, and graphic design services for small businesses.

Contact:

Email: brenna_castro@mayarenotesolutions.com

Website: www.mayarenotesolutions.com

The Information We Collect

We only collect information that helps us provide a better experience and communicate effectively with you. This may include:

Personal information

- Your name, email address, phone number, or business name
- Billing or invoicing details when you purchase services
- Any information you choose to share through contact forms or emails

Website and analytics data

- Basic usage data such as pages visited, time spent on site, and referring links
- Device and browser information, collected via cookies and analytics tools (e.g. Google Analytics or Zoho)
- Newsletter engagement data (if you subscribe)

How We Collect Information

- We may collect information when you:
- Visit our website or social media pages
- Contact us directly by email, message or phone
- Subscribe to our newsletter or download a free resource
- Become a client and use our services

We only collect personal information lawfully and fairly, and with your consent when required.

How We Use Your Information

- We use your personal information to:
- Respond to enquiries or provide requested services
- Send updates, resources, and marketing materials (with your consent)
- Improve our services, content, and website experience
- Manage billing, contracts, and client relationships
- Comply with any legal obligations

We'll never sell your personal data or share it for unrelated marketing purposes.

Email Marketing

If you subscribe to our emails, we'll occasionally send helpful updates, tips, and offers related to marketing and design.

You can unsubscribe at any time by clicking the "unsubscribe" link in any email or contacting us directly.

Storage and Security

We store your data securely using reputable cloud-based tools (such as Zoho, Google Workspace, and other professional platforms).

Access is restricted to authorised personnel only, and we take reasonable steps to protect it from misuse, interference, or unauthorised access.



Third-Party Services

We use trusted third-party tools to help us run our business, such as:

- **Zoho CRM** for client management and emails
- **Google Analytics** for website performance
- **Social media platforms** for community engagement

These services may process data on our behalf, in line with their own privacy policies.

Cookies and Tracking

Cookies help us understand how visitors use our site. You can adjust your browser settings to refuse cookies, but some website features may not function as intended.

Access and Correction

You can request access to the personal information we hold about you, or ask for it to be corrected, by contacting us at brenna_castro@mayarenotesolutions.com.

We'll respond promptly and take reasonable steps to meet your request.

Your Rights

Under the Australian Privacy Principles, you have the right to:

- Access and correct your personal data
- Withdraw consent for marketing communications
- Make a complaint if you believe your privacy has been breached

If you wish to make a complaint, contact us first.

If you're not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au

Policy Updates

We may update this Privacy Policy from time to time. The latest version will always be available on our website.



Maya Remote Solutions
ABN: 59 582 672 230
content@mayarenotesolutions.com