

# Privacy Policy

*Last updated: March 14, 2026*

## About This Policy

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Castell Publishing is committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), and where applicable, the EU General Data Protection Regulation (GDPR).

## What We Collect

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We collect only the information necessary to fulfil your order:

- Name
- Shipping address
- Email address

We do not collect payment details — these are handled securely by our payment processor, e.g. Stripe/PayPal.

## How We Use Your Information

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Your information is used solely to process and deliver your order. We do not use it for marketing, profiling, or analytics.

## How Long We Keep It

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We retain your order records (including your shipping address) for 5 years, as required under Australian tax law, after which they are securely deleted.

## Who We Share It With

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We do not sell or rent your personal information. We share it only with:

- **Our shipping carrier**, to deliver your order
- **Our payment processor** Stripe or PayPal, to process payment — they have their own privacy policy

## Cookies & Tracking

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We do not use cookies, tracking pixels, or analytics tools.

## Australian Privacy (APP Compliance)

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Under the Privacy Act 1988 (Cth), you have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Make a complaint if you believe we have breached the APPs

Complaints can also be directed to the **Office of the Australian Information Commissioner (OAIC)** at [oaic.gov.au](http://oaic.gov.au).

## EU Customers (GDPR)

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If you are located in the European Union or European Economic Area, the following also applies:

- **Legal basis for processing:** We process your data on the basis of contractual necessity (to fulfil your order) and legal obligation (tax record-keeping).
- **Data transfers:** Your data may be transferred outside the EU to Australia. We take reasonable steps to ensure it is protected in accordance with GDPR standards.
- **Your rights:** You have the right to access, rectify, erase, restrict, or port your personal data, and to object to processing. You also have the right to lodge a complaint with your local data protection authority.
- **Retention:** We retain your data for 5 years for legal compliance, after which it is deleted.

## Contact & Requests

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To exercise any of your rights, or for any privacy questions, contact us at:

**Castell Publishing**

service@castellpublishing.com

P.O.Box 185 Melton VIC 3337

We will respond to all requests within 30 days.

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