

FRESCA HOME

Privacy Policy

Last updated: 14 September 2026

1. About this Privacy Policy

Fresca Home respects your privacy and is committed to handling personal information responsibly. This policy explains what personal information we may collect through the Fresca Home website, how we use it, and the choices available to you. We may update this policy as our website, products and services develop.

2. Information we collect

Depending on how you interact with our website, we may collect information such as your name, email address, delivery and billing address, phone number, order details, information you provide when contacting us, and information you provide when subscribing to our email communications. We may also collect limited technical information about your use of the website, such as browser, device and website activity information, through cookies and similar technologies.

3. How we collect information

We generally collect information directly from you when you place an order, contact us, subscribe to our mailing list, or otherwise use the website. Our website is hosted and operated through Wix, and Wix and other service providers may collect technical information necessary to operate, secure and improve the website.

4. How we use your information

We may use personal information to process and fulfil orders, arrange delivery, communicate with you about your order, respond to enquiries, provide customer service, send marketing communications where you have chosen to receive them, administer promotions, improve our website and products, and protect the security of our website and business.

5. Payments

Payments made through the Fresca Home website are processed through Wix. Payment and transaction information may be collected and processed by Wix in accordance with its applicable privacy practices. Fresca Home does not intend to store your full payment card details on its own systems.

6. Email communications

If you choose to join the Fresca Home mailing list, we may use your email address to send newsletters, product news, offers and other Fresca Home content. Email marketing is provided through Wix. You can unsubscribe from marketing emails at any time using the unsubscribe option provided in the email or by contacting us.

7. Cookies and analytics

The website may use cookies and similar technologies to keep the website functioning, improve security, remember preferences, understand website usage and improve the customer experience. Some cookies and website analytics may be provided through Wix or third-party services used by Wix. Fresca Home does not currently use a separate Google Analytics service.

8. Sharing personal information

We may share relevant personal information with service providers that help us operate Fresca Home, including website and technology providers, payment providers, delivery and shipping providers such as Australia Post, email marketing providers and professional advisers where reasonably necessary. We may also disclose information where required or authorised by law.

9. Overseas service providers

Some of the service providers we use, including technology, payment, email and website providers, may store or process information outside Australia. Where this occurs, we will take reasonable steps appropriate to the circumstances to protect personal information.

10. Security and retention

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. We retain information only for as long as reasonably necessary for the purposes for which it was collected, including business, legal and record-keeping requirements.

11. Access and correction

You may contact us to request access to personal information we hold about you or to ask us to correct information that is inaccurate, out of date, incomplete or misleading. We will respond to requests within a reasonable period and in accordance with applicable privacy requirements.

12. Privacy complaints

If you have a concern about how Fresca Home has handled your personal information, please contact us first so we can investigate and respond. We aim to handle privacy complaints fairly and promptly. If you are not satisfied with our response and Australian privacy law applies to your situation, you may be able to make a complaint to the Office of the Australian Information Commissioner (OAIC).

13. Contact Fresca Home

Privacy contact: frescahome@outlook.com

Business/legal name: Fresca Home

14. Updates to this policy

We may update this Privacy Policy when our information-handling practices, website features or service providers change. The latest version will be published on the Fresca Home website with the date of the most recent update.