

PRIVACY POLICY

WHO WE ARE

Pastel Citadel (the "Business," "we," "us," or "our") operates pastelcitadel.com and sells digital templates, checklists, and operational tools. This policy explains how we collect, use, and protect your personal information when you visit our website or purchase our products.

INFORMATION WE COLLECT

- › Contact data: name and email address provided when subscribing to our list, downloading a lead magnet, or completing a purchase.
- › Transaction data: order history and product access records. Payment card details are processed directly by our payment provider and are not stored by us.
- › Usage data: IP address, browser type, pages visited, and referring URL, collected automatically via cookies and analytics tools.

HOW WE USE YOUR INFORMATION

- › To fulfil your order and deliver purchased digital products.
- › To send transactional emails (receipts, delivery, support).
- › To send marketing emails where you have provided consent; you may unsubscribe at any time via the link in every email.
- › To analyse website traffic and improve our products and content.
- › To comply with applicable legal obligations.

THIRD-PARTY SERVICES

We share data only as necessary to operate the Business. Our current service providers include: payment processors (such as Stripe or PayPal) to handle transactions securely; an email marketing platform to manage our subscriber list and automations; website hosting and e-commerce platform providers; and analytics tools. Each provider operates under its own privacy policy and applicable data protection standards. We do not sell personal information to any third party.

COOKIES

Our website uses functional cookies to operate correctly and analytics cookies to understand how visitors use our site. You may disable cookies in your browser settings, though this may affect site functionality. Where required by law, consent is sought before non-essential cookies are placed.

YOUR RIGHTS

Depending on your location, you may have rights under the Australian Privacy Act 1988, the EU General Data Protection Regulation (GDPR), or other applicable laws, including the right to access, correct, or delete your personal information, to withdraw consent for marketing at any time, and to lodge a complaint with a supervisory authority. To exercise any right, contact us at the address below.

DATA RETENTION & SECURITY

We retain personal data only for as long as necessary to fulfil the purposes outlined in this policy or as required by law. We implement reasonable technical and organisational measures to protect your information against unauthorised access, loss, or disclosure.

CONTACT

Privacy requests or questions: hello@pastelcitadel.com
Pastel Citadel · [Business Address] · Australia

We may update this policy periodically. Continued use of our website or products following notice of changes constitutes acceptance of the revised policy.

TERMS OF SERVICE

ACCEPTANCE

By accessing pastelcitadel.com, subscribing to our list, or purchasing any product, you ("Buyer," "you," or "your") agree to be bound by these Terms of Service. If you do not agree, please do not use our website or purchase our products. These Terms form a legally binding agreement between you and Pastel Citadel.

PRODUCTS & DELIVERY

Pastel Citadel sells digital products including templates, checklists, workbooks, and operational tools delivered electronically. All sales are final upon delivery of the download link or product access. Products are delivered in the format(s) stated on each product listing. No physical goods are shipped.

LICENCE GRANT

Upon purchase, you receive a non-exclusive, non-transferable licence to use the product for your own personal or internal business purposes. This licence permits you to customise and adapt the template for use within your own business operations.

You may not:

- › Resell, redistribute, or sublicense our products or any derivative version as a standalone digital product.
- › Share, gift, or transfer your copy to another individual or business entity.
- › Use our products to create competing template products for commercial sale.
- › Remove or obscure any Pastel Citadel branding, notices, or attributions.

INTELLECTUAL PROPERTY

All content, design, copy, graphics, and product files available on pastelcitadel.com are the intellectual property of Pastel Citadel and are protected under applicable copyright, trademark, and intellectual property laws. Purchasing a product transfers no ownership rights. All rights not expressly granted herein are reserved by Pastel Citadel.

DISCLAIMERS

Our templates, checklists, and workbooks are designed to support organisation and efficiency only. They do not constitute and must not be relied upon as professional legal, financial, tax, accounting, or compliance advice. Templates with legal or financial content carry jurisdiction labels for reference purposes. You are responsible for ensuring any document you use is appropriate for your specific circumstances, jurisdiction, and regulatory environment. Where in doubt, consult a qualified professional.

Products are provided "as is" without warranty of any kind. To the maximum extent permitted by law, Pastel Citadel excludes all implied warranties. Our total liability to you for any claim arising from the use of our products shall not exceed the amount you paid for the relevant product.

REFUND POLICY

Due to the immediate digital delivery nature of our products, we do not offer automatic refunds. If you experience a genuine technical failure preventing access to a purchased product, contact us at hello@pastelcitadel.com within 7 days of purchase and we will work to resolve the issue. Nothing in this clause limits any rights you may have under applicable consumer protection legislation, including the Australian Consumer Law.

GOVERNING LAW & DISPUTE RESOLUTION

These Terms are governed by the laws of [Your State/Territory], Australia. Any dispute arising from or relating to these Terms or your use of our products shall be subject to the exclusive jurisdiction of the courts of that jurisdiction. We encourage direct contact at hello@pastelcitadel.com before initiating any formal proceedings.

AMENDMENTS

We reserve the right to update these Terms at any time. Material changes will be communicated via our website or email. Continued use of our products following notice of any change constitutes your acceptance of the revised Terms.