



Castledot.com — Privacy Policy

Effective Date: November 2025

1. Introduction

This Privacy Policy explains how Castledot.com (“Castledot”, “we”, “our”, “us”) collects, uses, stores, and protects personal information.

We operate as an Australian sole trader under ABN 18622885618.

Address: 62 Shorter Ave, Narwee NSW 2209, Australia.

Email: support@castledot.com.

By accessing Lystra or using any related service, you consent to the practices described here.

2. What We Collect

We may collect:

- Account information (name, email, phone)
- Company details (organisation name, timezone, workers, worksites)
- Login details and audit logs
- Payment and subscription data (processed via Stripe)
- Support queries
- Technical data (browser, device, IP)
- Analytics events if consented

3. How We Use Information



We use data to:

- Provide and maintain the Lystra platform
- Authenticate users
- Process payments and subscriptions
- Communicate about updates and support
- Improve performance and user experience
- Enforce security and detect misuse

4. Legal Basis (Australia & International)

As an Australian business, we comply with the Privacy Act 1988 (Australia).

Although we do not target EU/UK customers, we may incidentally accept them, and therefore provide GDPR-style rights.

5. Third-Party Processors

We use reputable vendors including:

- Microsoft Azure (hosting, storage)
- Stripe (billing & payments)
- SendGrid (transactional email)
- Cloudflare (network, CDN, security)
- Google Analytics 4 (analytics, if consented)

A full Data Processing Agreement (DPA) is available upon request.

6. Cookies

We use essential cookies and optional analytics/marketing cookies based on user consent.



Details are in our Cookie Policy.

7. Data Storage & Security

We store data securely using encrypted cloud infrastructure (Azure).

We implement least-privilege access, audit logging, and regular security reviews.

8. Sharing & Disclosure

We do not sell personal information.

We may share data with subprocessors as needed to operate the service.

We may disclose data to comply with Australian law or valid legal requests.

9. International Data Transfers

Data may be stored or processed in Australia, the United States, or EU data centres depending on vendor locations.

10. User Rights

For EU/UK users (non-targeted but accepted):

- Access
- Correction
- Deletion
- Restriction
- Portability
- Objection

Australian users have rights under the APPs.



11. Data Retention

We retain account data while an active subscription exists.

Upon cancellation, data may be kept for legal, tax, or security reasons for up to 24 months, then deleted.

12. Children

The Service is not intended for users under 18.

13. Changes

We may update this policy. Material changes will be communicated via the Service or email.

14. Contact Us

support@castledot.com

Castledot.com

62 Shorter Ave, Narwee NSW 2209, Australia