

# Privacy Policy

At Oztramove Removals and its related bodies (we, our, us), we value your privacy and are committed to safeguarding your personal information. This document outlines our privacy policy, explaining how we collect and manage your personal information.

We respect your privacy rights in accordance with the Privacy Act 1988 (Cth) (Act) and adhere to all of its requirements concerning the collection, management, and disclosure of your personal information.

## **Defining Personal Information:**

In this privacy policy, “personal information” refers to the definition provided by the Act. Generally, it includes any data that can personally identify you, such as your name, address, telephone number, email address, and profession or occupation. If the information collected can identify you or make you reasonably identifiable, it falls under the category of personal information.

## **Types of Personal Information We Collect:**

**We may gather the following types of personal information:**

- Name
- Mailing or street address
- Email address
- Telephone number
- Details of products and services you've purchased or inquired about, along with necessary additional information for delivery and response purposes
- Any extra information you provide directly through our websites, indirectly through your interactions with our websites or online presence, through our representatives, or by other means
- Information provided to us through service teams, customer surveys, or visits by our representatives

## **Aggregate Information:**

Occasionally, we collect general, non-personal, statistical data about website usage, such as page visitation, duration of visits, and hyperlink interactions. We collect this data through the use of “cookies” and other tracking technologies. This information aids us in enhancing the website’s usability and is often aggregated to describe website usage to our business partners, sponsors, advertisers, or government authorities. Rest assured, this aggregate data will not personally identify you or any other visitors.

### **Collecting Your Personal Information:**

**We obtain your personal information directly from you, except when it is unreasonable or impracticable to do so. Collection methods include:**

- Accessing and using our websites
- Engaging in conversations with our representatives
- Completing an application or order form

We may also acquire personal information from third parties, including our network of partners and affiliates.

### **Cookies and Tracking Technologies:**

Our web pages may utilize “cookies” and other tracking technologies to collect information about website activity. While you can set most browsers to notify you of incoming cookies or block them, be aware that refusing cookies may affect certain website features. We do not link cookie-stored data to any personal information you provide while on our website. Tracking technologies may record information such as domain and host names, IP addresses, browser software and operating systems, clickstream patterns, and access times. We do not typically link this information to personal data, except when required to enforce website policies, protect the website and its users, or comply with legal obligations.

### **Purposes of Collecting, Holding, Using, and Disclosing Personal Information:**

**We collect, hold, use, and disclose your personal information for various purposes, including:**

- Providing products and services
- Responding to inquiries and offering information or advice
- Evaluating website performance and improving its operation
- Conducting business functions, including sharing information with related entities, contractors, and service providers
- Administrative, marketing, planning, development, quality control, and research purposes
- Updating records and maintaining accurate contact details
- Processing and addressing complaints
- Complying with applicable laws and regulations

Your personal information will not be shared, sold, rented, or disclosed except as described in this Privacy Policy.

**Disclosure of Information:**

We may disclose your personal information to our employees, related entities, contractors, or service providers for website operation, business purposes, and fulfilling your requests. We may also disclose your information to authorized third parties with your express consent. We ensure that these third-party service providers are obligated to protect your personal information. We do not sell or share personal information with unaffiliated third parties for marketing purposes. We reserve the right to disclose personal information in specific cases, such as when required by law or to protect our rights, property, or others.

**Direct Marketing Materials:**

We may send you direct marketing communications about our products and services. You may receive these communications via mail, SMS, fax, or email, in accordance with relevant marketing laws. If you have a preferred communication method, we will strive to use it when practical. You can opt-out of receiving marketing communications by contacting us via email or using opt-out options provided in our marketing materials.

**Accessing and Correcting Your Information:**

You can request access to your personal information at any time by contacting us. We will try to provide suitable means of access, potentially in digital format. We may charge a fee for providing this information. There might be cases where access is denied, such as when it affects others' privacy or breaches confidentiality. If you believe your information is incorrect, incomplete, or inaccurate, you can request amendments.

**Complaints About Privacy:**

If you believe your privacy has been breached, contact us with details of the incident, and we will investigate it promptly.

**Security:**

We take reasonable steps to protect your personal information from misuse, loss, unauthorized access, modification, or disclosure. This includes internal reviews, security measures, and confidentiality obligations for employees, contractors, and agents. However, as the internet is inherently insecure, we cannot guarantee the security of online transmissions.

**Contacting Us:**

If you have questions, concerns, or complaints regarding privacy, please contact us using the information provided on our website.

Oztramove Removals

Tel: 0400 549 668

Email: [oztramove@gmail.com](mailto:oztramove@gmail.com)

**Changes to Our Privacy Policy:**

This privacy policy may change over time, with updated versions posted on our website.