Privacy Policy

How we collect, use and protect your personal information

North Removals · Melbourne, Australia

Document version: 2.0 · **Effective date:** 25 April 2026

Owner: Privacy Officer, North Removals · info@northremovals.com.au · 1300 081 250

Aligned with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

PUBLIC DOCUMENT

1 About this Privacy Policy

North Removals ("we", "us", "our") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, hold, use and disclose personal information when you:

- visit our website,
- request a quote or make a booking,
- communicate with us by phone, email, SMS, social media or online forms,
- use our moving, packing, storage or related services, or
- otherwise interact with us.

We aim to handle personal information in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs), where applicable.

2 What is "personal information"?

"Personal information" means information or an opinion about an identified individual, or a reasonably identifiable individual.

3 What personal information do we collect

The types of personal information we may collect include:

- **Identity and contact details:** name, phone number, email address.
- **Address and move details:** pickup/delivery addresses, preferred dates/times, access details (stairs/lifts/parking), special handling notes.
- **Information about goods:** general inventory descriptions and any information needed to perform the service (e.g., heavy or specialist items).
- **Service communications:** SMS notifications relating to your booking (e.g., reminders, on-the-way notices, follow-up), and any replies you send to those messages.
- **Operational location data:** where you have requested it, a temporary live-tracking link showing the location of the assigned vehicle on the day of your move. This link is time-limited and tied to your specific job.
- **Billing and payment-related information:** invoice details, payment status, transaction references and communications about payments. Card payments are processed via third-party payment providers; we do not store full card numbers.
- **Communications:** enquiries, emails, messages, call notes and complaint/feedback details.
- **Website/technical data:** IP address, browser type, device information, website usage data, and cookies/analytics data.
- **Marketing preferences:** whether you opt in or out of receiving marketing communications.

We do not intentionally collect sensitive information (e.g., health information) unless you choose to provide it and it is reasonably necessary for us to deliver services or meet legal obligations.

4 How we collect personal information

We may collect personal information:

 © 2026

- directly from you (e.g., when you contact us, request a quote, complete a form, or make a booking),
- from your authorised representative (e.g., a family member, real estate agent, workplace contact or building manager),
- from third parties you ask us to deal with (e.g., storage providers, strata/building management for access arrangements), and/or
- through our website and online services (including cookies and analytics).

If you provide us with personal information about someone else, you confirm you have their permission to do so and to allow us to use it in accordance with this Privacy Policy.

5 Why we collect, hold, use and disclose personal information

We collect, hold, use and disclose personal information for:

- providing quotes and estimates,
- confirming bookings and delivering removalist services,
- planning logistics (including access, safety and scheduling),
- communicating with you before, during and after a move (including SMS notifications and, where applicable, a temporary live-tracking link on the day of your move),
- issuing invoices and processing payments,
- managing customer service, complaints and claims,
- improving our services and internal processes,
- meeting legal, regulatory and insurance requirements, and
- sending marketing communications where permitted (see section 9).

If you do not provide certain personal information, we may not be able to provide an accurate quote, confirm a booking, or perform the services.

6 To whom we may disclose personal information

We may disclose personal information to third parties only as needed to operate our business and provide services, such as:

- our employees and contractors (including subcontractors) involved in providing services,
- third-party service providers (e.g., IT, cloud hosting, data storage, booking and customer-management systems, website providers, payment processing, accountants, professional advisers),
- storage providers (if you request storage or it is otherwise required for service delivery),
- insurers and insurance brokers (e.g., where an incident, complaint or claim arises),
- government agencies, law enforcement, regulators or courts where required or authorised by law, and
- other parties with your consent or at your direction.

We do not sell personal information.

7 Overseas disclosures

Some third-party service providers we use (for example, cloud hosting, communications or software providers) may store or process information outside Australia, or may have support teams located overseas. In particular, certain backups and operational data may be stored with reputable cloud-storage providers located in Australia and the United States.

© 2026

Where we disclose personal information to overseas recipients, we take reasonable steps to ensure that those recipients handle personal information in a manner consistent with the Australian Privacy Principles, including by selecting providers with recognised security and privacy certifications.

8 Security and retention of personal information

We take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. Measures include access controls, staff awareness, encrypted communications, secure systems and reputable third-party service providers.

We keep personal information only for as long as necessary for the purposes set out in this Privacy Policy (including legal, tax, insurance and dispute-resolution purposes). Indicative retention periods are:

CATEGORY OF PERSONAL INFORMATION	INDICATIVE RETENTION PERIOD
Booking, job and invoice records (contact details, addresses, service details, payments)	7 years from completion of the service
Customer signatures and proof of delivery	7 years from completion of the service
Service communications (SMS, emails, call notes related to your booking)	Up to 24 months
Day-of-move temporary tracking link data	Link expires when the job is completed; associated location data retained up to 24 months for dispute and quality-assurance purposes
Website analytics and cookies	In line with the relevant analytics provider's standard retention
Marketing preferences	Until you change them or opt out

When information is no longer required, we take reasonable steps to delete or de-identify it, unless we are required by law to retain it.

9 Direct marketing (opt-out)

We may send you marketing communications about our services, promotions or moving tips where permitted.

You can opt out of marketing at any time by:

- using the unsubscribe link (where provided), or
- emailing us with your request.

If you opt out, we will still send important service communications (e.g., booking confirmations, operational updates, invoices, or claim communications).

10 Cookies and analytics

Cookies are small files stored on your device that help websites work efficiently and improve user experience.

We may use cookies and analytics tools to:

- operate our website,
- understand website traffic and usage,
- improve website content and performance, and

© 2026

- help deliver relevant information about our services.

You can manage cookies through your browser settings. Disabling cookies may affect how the website functions.

11 Links to other websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites. We encourage you to review their privacy policies before providing personal information.

12 Accessing and correcting your personal information

You may request access to the personal information we hold about you and request corrections if you believe it is inaccurate, out of date, incomplete, irrelevant or misleading.

To request access or correction, contact us using the details in section 14. We may need to verify your identity before processing your request. In some cases, we may charge a reasonable administrative fee for providing access (where permitted by law).

13 Privacy complaints

If you have a complaint about how we handle personal information, please contact us and provide details of your complaint. We will investigate and respond within a reasonable timeframe.

If you are not satisfied with our response, you may be able to lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

14 Contact us

> **Privacy Officer — North Removals**
> Email: info@northremovals.com.au
> Phone: 1300 081 250

Document version: 2.0 · **Effective:** 25 April 2026 · **Supersedes:** v1.0

© North Removals. This Privacy Policy may be updated from time to time. The current version is published on our website.