

# Host Movers - Privacy Policy

## 1. Introduction

Host Movers values your privacy and is committed to safeguarding your personal information. This Privacy Policy outlines how we collect, use, disclose, and protect personal data in accordance with Australian Privacy Principles.

## 2. Information We Collect

We may collect: (a) personal information such as name, contact details, address, and booking details, (b) payment information (processed securely, not stored beyond transaction), (c) communication records, and (d) website usage data including cookies, analytics, and IP addresses. Sensitive information will only be collected with your explicit consent or as required by law.

## 3. How We Use Your Information

We use collected information for service delivery, booking confirmations, customer support, payment processing, marketing (where consented), and compliance with legal obligations. We may also use data to improve our services, website functionality, and customer experience.

## 4. Sharing and Disclosure

We do not sell your data. We may share necessary details with third-party providers such as insurers, payment processors, subcontractors, or regulators. All third-party partners are required to maintain confidentiality and comply with applicable privacy standards.

## 5. Data Storage, Security, and Retention

Your information is stored on secure servers with encryption and access controls. Data is retained only for as long as required for legal or operational purposes. When no longer needed, personal information will be securely destroyed or anonymised.

## 6. Your Rights

You may request access to your personal information, correction of inaccuracies, or deletion where legally permissible. You may also opt out of marketing communications at any time. Requests should be submitted via our contact details below.

## 7. Cookies and Tracking Technologies

We use cookies and similar technologies to analyse site traffic, improve performance, and enhance user experience. You may adjust your browser settings to refuse cookies, but this may limit site functionality.

## 8. International Data Transfers

Where information is transferred outside Australia, we take reasonable steps to ensure comparable levels of privacy protection are applied.

## **9. Third-Party Links**

Our website may contain links to external websites. We are not responsible for their privacy practices and encourage users to review their policies.

## **10. Policy Updates**

We reserve the right to update this Privacy Policy from time to time. Updated versions will be posted on our website with the effective date clearly displayed.

## **11. Contact Information**

For questions about this Privacy Policy or to exercise your rights, contact Host Movers at [melbhost@gmail.com](mailto:melbhost@gmail.com) or our registered business address.

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