



Privacy Policy

Last Updated: 24/06/2025

At Moral Service ("we", "us", or "our"), we are committed to protecting your privacy. This policy outlines how we collect, use, and protect your personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

1. What Information We Collect

We may collect personal information such as:

- Your name
- Email address
- Phone number
- Business or home address
- Details about your service needs (e.g. plumbing or electrical issues)
- Any other info you voluntarily provide (e.g. photos, site notes)

We collect this information directly from you when you:

- Contact us via our website, phone, email, or social media
 - Fill out a contact form or service request
 - Interact with us during quotes, bookings, or service delivery
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2. How We Use Your Information

We use your information to:

- Respond to your enquiries or booking requests
- Provide plumbing and electrical services
- Follow up on completed jobs or quotes
- Improve our customer experience
- Send updates or reminders (if you've opted in)

We will not use your information for purposes you wouldn't reasonably expect.

3. Disclosure of Personal Information

We do **not** sell your personal information.

We may share your information with:

- Our internal team (licensed plumbers and electricians)
- Trusted contractors or suppliers when required to complete a job
- Technology providers (e.g. job booking systems like ServiceM8)
- Regulatory or legal authorities if required by law

All third-party providers we use are required to comply with strict confidentiality and data handling standards.

4. Storage & Security

We store your information securely through trusted software platforms and cloud-based systems with password protection, encryption, and limited access.

We take reasonable steps to:

- Prevent unauthorised access, misuse, or loss of your information
- Keep your data accurate and up to date

- Destroy or de-identify information no longer needed
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5. Cookies & Website Analytics

Our website may use cookies or analytics tools to improve user experience and understand how visitors use our site.

This may include:

- Browser type and device
- Pages visited and time on site
- IP address and location

Cookies do not identify you personally. You can disable them via your browser settings.

6. Access & Corrections

You can request to access or correct your personal information at any time by contacting us.

We will respond within a reasonable timeframe and take necessary steps to update or provide access unless an exemption applies.

7. Complaints

If you believe we have breached your privacy or mishandled your personal information, please contact us immediately.

We will investigate the matter and respond promptly. If you're not satisfied, you can lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.

8. Contact Us

If you have any questions or concerns about our privacy policy or your personal data, you can contact us at:

Moral Service

Email: contact@moralservice.com.au

Phone: 1300 522 107

Location: Gold Coast, QLD (no public office access)

9. Policy Updates

We may update this Privacy Policy occasionally to reflect changes in law, technology, or our business practices. The updated version will be posted on our website with a revised "Last Updated" date.