



# PRIVACY POLICY

**Chipper Move Melbourne**

**Business Name:** Chipper Move Melbourne  
**ABN:** 29 740 691 382

**Address:**  
Office 4092, Ground Floor  
470 St Kilda Road  
Melbourne VIC 3004  
Australia

**Email:** sales@chippermovemelbourne.com.au  
**Phone:** 1800 931 701

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## 1. Introduction

Chipper Move Melbourne (“we”, “our”, “us”) is committed to protecting your privacy in accordance with the **Australian Privacy Principles (APPs)** contained in the **Privacy Act 1988 (Cth)**.

This Privacy Policy explains how we collect, use, store, and disclose personal information when you access our website or use our services.

By using our website or services, you agree to this Privacy Policy. If you do not agree, you must not use our website or services.

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## 2. Information We Collect

We may collect the following types of personal information:

- Full name, phone number, and email address
- Residential or service addresses
- Booking details, job information, and service history
- Identification documents (where required for contractual or payment purposes)
- Marketing and advertising interaction data (e.g. Google or Meta engagement)
- Information submitted via enquiry, booking, or quote forms
- Website usage data, including IP address, browser type, cookies, and pages visited

We do **not** collect or store full credit card details. All payments are processed through **PCI-DSS compliant third-party payment providers**.

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### 3. How We Collect Personal Information

We collect personal information when you:

- Visit or interact with our website
- Submit a booking, quote request, or enquiry
- Contact us by phone, email, or online forms
- Engage with our advertising or social media content
- Create a customer profile in our booking or scheduling system

We may also collect information from publicly available sources or third parties where permitted by law.

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### 4. Use of Personal Information

We use personal information to:

- Provide and deliver moving services
  - Schedule, confirm, and manage bookings
  - Process payments and deposits
  - Maintain customer records and service history
  - Communicate service updates and booking information
  - Send marketing or promotional communications (with consent)
  - Improve our services, website, and customer experience
  - Comply with legal and regulatory obligations
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### 5. Disclosure of Personal Information

We may disclose personal information to:

- Employees and contractors involved in service delivery
- Third-party service providers such as booking systems, cloud platforms, and payment processors
- Advertising and analytics platforms (e.g. Google, Meta) for marketing and optimisation purposes
- Legal, regulatory, or law enforcement authorities where required by law

We do **not** sell, rent, or trade personal information to third parties for marketing purposes.

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### 6. Data Security and Storage

Personal information is stored using secure, encrypted cloud-based systems.  
Access is restricted to authorised personnel only.

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure.

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## 7. Website Usage, Cookies, and Analytics

When you use our website, we may:

- Collect analytics data relating to site usage and traffic
- Use cookies to improve functionality and user experience
- Track anonymised behavioural data for marketing and performance analysis

You may disable cookies via your browser settings. Continued use of our website indicates acceptance of our cookie practices.

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## 8. Access, Correction, and Deletion

You have the right to:

- Request access to the personal information we hold about you
- Request correction of inaccurate or outdated information
- Request deletion of personal data where legally and operationally possible

Requests can be made using the contact details below.

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## 9. Updates to This Privacy Policy

We may update this Privacy Policy from time to time.  
The most current version will always be available on our website.

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## 10. Contact Us

If you have any questions, concerns, or complaints regarding this Privacy Policy or how your personal information is handled, please contact us:

**Chipper Move Melbourne**

Email: [sales@chippermovemelbourne.com.au](mailto:sales@chippermovemelbourne.com.au)

Phone: 1800 931 701

Website: <https://www.chippermovemelbourne.com.au>