



Privacy Policy

We at Smooch Ya Cooch are committed to protecting the privacy of our customers. This privacy policy explains how we collect, use, and disclose personal information.

❖ Personal Information We Collect

- We collect the following types of personal information from our customers:
 - Name
 - Mobile number
 - Email address
 - House address

❖ How We Collect Personal Information

- We collect personal information in a number of ways, including:
 - Directly from you when you contact us, request a quote, make a booking, or communicate with us via phone, email, SMS, or online platforms;
 - Through our booking, quoting, and invoicing systems (such as ServiceM8 or similar platforms);
 - When you provide information to us in person or through ongoing service interactions;
 - From third parties where relevant, including property managers or authorised representatives.

❖ How We Use Personal Information

- We use your personal information to:
 - Contact and schedule appointments.
 - Send invoices and other business communications.
 - Provide our property maintenance.
 - Improve our services.
- We only collect, use, and hold personal information where it is reasonably necessary for, or directly related to, our business activities and the services we provide.

❖ Direct Marketing

- We may use your contact details to send you occasional service updates, promotions, or seasonal reminders. You can opt out of these communications at any time by contacting us or clicking the “unsubscribe” link (where applicable)

❖ Website and Cookies

- If you interact with our website, we may collect limited technical information such as IP address, browser type, and usage data to improve website functionality and user experience.



- We may use cookies or similar technologies for this purpose.

❖ **Photographs, Video & Media Consent**

- We may collect and use photographs or video footage of customer properties (e.g. lawns, gardens, etc.) as part of our service delivery or marketing efforts. These images may constitute personal information if they identify a person or unique property features.
- Where media is used for marketing purposes, you may request that we cease such use by contacting us.

❖ **Disclosure of Personal Information**

- We may disclose personal information to third-party service providers who assist us in operating our business, including cloud-based scheduling, invoicing, and communication platforms.
 - We take reasonable steps to ensure that such providers handle personal information in accordance with applicable privacy laws.
 - We do not sell or rent personal information to third parties.
- We may also disclose personal information where required or authorised by law.
- **Overseas Disclosure**
 - Some of our service providers may store or process data overseas. Where this occurs, we take reasonable steps to ensure appropriate data protection safeguards are in place.

❖ **Data Retention**

- We keep your personal information for as long as is necessary to provide you with our services or to comply with our legal obligations.

❖ **Security**

- We take reasonable steps to protect your personal information from unauthorized access, use, or disclosure.
- We store your personal information in secure digital systems (including cloud-based scheduling, quoting, and invoicing platforms) and take reasonable administrative and technical safeguards to protect it from misuse, interference, and unauthorised access.

❖ **Your Rights**

- You may request access to or correction of the personal information we hold about you by contacting Admin@SmoochYaCooch.com.au.
 - You have the following rights:
 - To access your personal information.
 - To correct your personal information.
 - To delete your personal information.
 - To object to the processing of your personal information.



- We aim to respond to all requests within 30 days. If you request deletion of your data, we will take reasonable steps to comply, unless we are required to retain it by law or for legitimate business records.

❖ **Changes to This Privacy Policy**

- We may update this privacy policy from time to time. We will notify you of any material changes to this privacy policy via email.

❖ **Making a Complaint**

- If you believe we have breached your privacy rights, you can contact us at Admin@SmoochYaCooch.com.au. We will respond to all complaints within a reasonable timeframe. If you're not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au

❖ **Contact Us**

- If you have any queries about this privacy policy, please contact us on Info@SmoochYaCooch.com.au