

Privacy Policy

Effective Date: 5 August 2026

Van Moves ("we", "our", "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose and protect your personal information when you visit www.vanmoves.com.au, request a quote or use our services.

1. Our Commitment

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

By using our website or services, you consent to the collection and use of your information as described in this Privacy Policy.

2. What Information We Collect

Depending on how you interact with us, we may collect:

Personal Information

- Full name
- Business name
- Phone number
- Email address
- Pickup and delivery addresses
- Billing address
- Payment information (processed securely by our payment providers)
- Information relating to your booking or enquiry

Website Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of your visit
- Referring website

- Cookies and usage data

3. How We Collect Information

We collect information when you:

- complete a quote or booking form
- contact us by phone, email or website
- communicate with us through social media
- subscribe to updates or marketing communications
- browse our website

4. Why We Collect Your Information

We collect personal information to:

- provide transport and delivery services
- prepare quotes
- manage bookings
- communicate with you about your booking
- process payments
- respond to enquiries
- improve our services and website
- meet legal and regulatory obligations
- prevent fraud and protect our business

5. Marketing Communications

With your consent, we may send you updates, promotions or service information.

You can unsubscribe from marketing emails at any time using the unsubscribe link or by contacting us directly.

6. Disclosure of Personal Information

We may disclose your information to trusted third parties where necessary to operate our business, including:

- payment providers
- IT and website service providers
- cloud storage providers
- subcontracted delivery drivers or transport partners

- accountants and professional advisers
- government authorities where required by law

We do not sell or rent your personal information to third parties.

7. Cookies

Our website may use cookies and similar technologies to:

- improve website performance
- remember your preferences
- understand website traffic
- enhance your browsing experience

You can disable cookies through your web browser, although some website features may not function correctly.

8. Website Analytics

We may use analytics services, such as Google Analytics, to understand how visitors use our website.

These services collect anonymous information about website usage and help us improve our website and services.

9. Data Security

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

These measures may include:

- secure website hosting
- SSL encryption
- password-protected systems
- restricted staff access
- secure cloud-based software

While we take reasonable precautions, no internet transmission or electronic storage method is completely secure.

10. Accessing or Correcting Your Information

You may request access to the personal information we hold about you or ask us to correct inaccurate information.

To make a request, please contact us using the details below.

11. Retention of Information

We retain personal information only for as long as necessary to provide our services, comply with legal obligations, resolve disputes and enforce our agreements.

12. Third-Party Websites

Our website may contain links to external websites.

We are not responsible for the privacy practices or content of those websites.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any updates will be published on this page, and the revised policy will take effect immediately upon publication.

14. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us:

Van Moves

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

Email: hello@vanmoves.com.au

Phone: 0468 179 199

15. Privacy Complaints

If you believe we have breached your privacy, please contact us in writing so we can investigate and respond.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) for further information about your privacy rights.