



LOCAL TRADIE SERVICES

Privacy Policy (Western Australia)

Last updated: 13 February 2026

Introduction

Local Tradie Services ("we", "us", "our") is committed to protecting your privacy and handling your personal information in an open and transparent way. This Privacy Policy explains how we collect, use, disclose and protect your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), the Spam Act 2003 (Cth), and any other applicable privacy and consumer laws in Western Australia.

By using our website, contacting us, or engaging our services, you agree to the collection, use and disclosure of your personal information in accordance with this Privacy Policy. If you do not agree with any part of this Policy, please do not use our services and contact us to discuss your concerns.

1. Who We Are and How to Contact Us

Business name: Local Tradie Services

Location: Perth, Western Australia (service area: Perth metro)

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

Email: sales@localtradieservices.com.au

Phone: (0450) 483-724

If you have any questions about this Privacy Policy, or about how we handle your personal information, please contact us at the details above.

2. What Personal Information We Collect

The types of personal information we collect will depend on how you interact with us. Generally, we may collect:

2.1 Contact and identity details

- Full name
- Email address
- Phone number (including mobile)
- Residential or service address (including suburb, state and postcode)
- Postal address (if different)



2.2 Service and booking information

- Details of the services you request (e.g. handyman repairs, roller shutter & blinds cleaning/maintenance, furniture assembly, rubbish removal, small removals)
- Preferred dates and times for service
- Suburb "from" and "to" (for moving/small removals)
- Access instructions, parking information and special requirements
- Photos and/or videos of the job, property or items
- Notes or descriptions you provide in our online forms, emails, or messaging apps

2.3 Transaction and billing information

Note: We do not store full credit card numbers. Payments processed through third-party providers are handled directly by those providers in accordance with their own privacy policies.

- Records of quotes provided and pricing accepted
- Records of jobs completed or not completed
- Invoices issued and payment status
- Payment method information (e.g. limited payment details or references)

2.4 Communication and support information

- Records of your communications with us (e.g. phone calls, emails, SMS, WhatsApp, website forms)
- Notes about your enquiries, feedback or complaints
- Any reviews or testimonials you provide (including your name and suburb if you allow us to publish them)

2.5 Technical and usage information (website and online forms)

When you visit our website or use our online forms (including Formspree and WhatsApp links), we may automatically collect:

- IP address
- Browser type and version
- Device type, operating system and screen resolution
- Pages visited, time and date of visit, time spent on each page
- Referring website or source (if applicable)
- Form submission details (e.g. time of submission, fields completed)

2.6 Sensitive information

We do not intentionally collect sensitive information about you (as defined in the Privacy Act). If you choose to provide sensitive information in your communication with us, you consent to us handling that information in accordance with this Policy and applicable law. We will only use it for the purpose for which you provided it.

3. How We Collect Your Personal Information

We may collect personal information about you in the following ways:



3.1 Directly from you

- When you submit a quote request form on our website
- When you contact us by phone, email, SMS, WhatsApp, or through any messaging platform
- When you make a booking, request a quote, or engage us to provide services
- When you provide photos or videos of your property or job via our website, email, or WhatsApp
- When you subscribe to receive updates or marketing communications (where offered)
- When you provide feedback, reviews, or testimonials

3.2 Automatically

- When you use our website or online forms, through cookies and similar technologies (see Section 10)
- When we send you emails and you interact with them, through email tracking technologies (if used)

3.3 From third parties

Where lawful and reasonably necessary, we may also collect information from third parties such as:

- Property managers, landlords or real estate agents who engage us on your behalf
- Friends, family members or neighbours who refer you to us or provide contact details for the purpose of arranging a job
- Third-party service providers we use for bookings, forms, payments, marketing or analytics (e.g. Formspree, email service providers, payment gateways, website analytics providers)

4. Why We Collect and Use Your Personal Information

We collect, hold and use your personal information for purposes including:

4.1 Providing our services

- To respond to your enquiries and quote requests
- To assess the job (including from photos/videos) and provide an accurate quote or price range
- To schedule, coordinate and deliver our services at the correct address and time
- To communicate with you about booking confirmations, changes, delays or completion
- To send you job updates, arrival ETAs and completion photos

4.2 Administration and business operations

- To manage our business, including internal record-keeping, invoicing and payments
- To track job history and service quality
- To handle complaints, disputes or legal claims
- To train staff and improve our customer service

4.3 Marketing and promotions

You can opt out of most direct marketing communications at any time (see Section 9).

- To send you service updates, offers, discounts or promotions (e.g. the "FAST10" labour discount)
- To send reminders for recurring or recommended maintenance (e.g. roller shutter & blinds cleaning every 12-18 months)
- To display anonymised or de-identified testimonials or before/after project summaries



4.4 Analytics and website improvement

- To understand how visitors use our website and forms
- To improve our website content, structure and user experience
- To optimise our advertising and marketing campaigns
- To detect, prevent or address technical issues and abuse

4.5 Legal and compliance

- To comply with our legal obligations (e.g. consumer law, record-keeping obligations, taxation)
- To protect our legal rights, safety, property and the safety of our team, customers or the public
- To respond to lawful requests or orders from courts, regulators or law enforcement

5. Lawful Basis for Processing (Australia)

We handle your personal information in compliance with the Privacy Act and the APPs. Our main legal bases include:

- Your consent - where you submit forms, send us photos, or opt in to marketing
- Performance of a contract or taking steps at your request before entering a contract - for example, providing a quote, confirming a job, carrying out work you request
- Legitimate business interests - including managing our operations, improving services and securing our website, where these interests are not overridden by your privacy interests
- Compliance with legal obligations - including record-keeping, responding to lawful requests, and complying with consumer and tax laws

Where we rely on your consent, you can withdraw that consent at any time by contacting us (see Section 13).

6. How We Disclose Your Personal Information

We may disclose your personal information to:

6.1 Our staff and contractors

Our employees, subcontractors and trusted tradies who need the information to perform the job at your property (e.g. address, contact details, job description, photos, safety or access information). All such personnel are required to handle your information in accordance with this Policy and applicable privacy laws.

6.2 Service providers and partners

We may share personal information with third-party providers who assist us in operating our business, such as:

- Website hosting and technical support providers
- Form and email service providers (e.g. Formspre, email platforms)
- Messaging and communication tools (e.g. SMS gateways, WhatsApp)
- Payment processors and financial institutions
- Customer relationship management (CRM) and booking systems (if used)
- Marketing, advertising and analytics providers (e.g. website analytics tools, ad networks)
- IT security, backup and storage providers

6.3 Property managers, landlords and other authorised contacts

Where relevant and appropriate, we may share job-related information with property managers, landlords or real estate agents who have engaged us or authorised work at a property, or other authorised persons you nominate to manage the booking on your behalf. For example, we may share before/after photos, invoices or completion notes with your property manager.



6.4 Legal and regulatory bodies

We may disclose your information if reasonably necessary to:

- Comply with a law, regulation, legal process or government request
- Protect our legal rights, property or safety, or that of our staff, customers or the public
- Assist in the investigation of suspected fraud, unlawful activity or misconduct

6.5 Business transfers

In the event that we undergo a business sale, merger, restructuring or similar transaction, personal information may be transferred as part of that process, subject to confidentiality obligations and continued protection of your privacy.

6.6 Overseas disclosure

Our core operations are based in Western Australia, and we aim to store personal information in Australia where feasible. However, some third-party service providers may store or process data on servers located overseas. Where your personal information is disclosed overseas, we will take reasonable steps to ensure the overseas recipient is subject to privacy laws substantially similar to the APPs, appropriate contractual and security safeguards are in place, or you have provided informed consent to the disclosure.

7. How We Protect and Store Your Personal Information

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Measures may include:

- Secure servers and hosting environments
- Restricted access to personal information on a "need-to-know" basis
- Use of passwords, authentication and access controls
- Use of encryption for data in transit where appropriate (e.g. HTTPS)
- Regular software updates and security monitoring
- Staff and contractor awareness of privacy obligations

We retain personal information for as long as reasonably necessary for the purposes described in this Policy, and to comply with our legal obligations. When personal information is no longer required, we will take reasonable steps to destroy or de-identify it.

8. Your Rights and Choices

Subject to certain conditions and exceptions under Australian law, you have the following rights regarding your personal information:

8.1 Right to access

You may request access to the personal information we hold about you. We will respond within a reasonable time (usually 30 days). We may need to verify your identity before providing access. In some cases, we may refuse access where permitted or required by law. If we refuse, we will tell you why.

8.2 Right to correction

If you believe any of your personal information is inaccurate, out-of-date, incomplete, irrelevant or misleading, you may ask us to correct it. We will take reasonable steps to correct the information. If we do not agree the information should be corrected, we will let you know and you can request that a statement is associated with your information noting your disagreement.

8.3 Right to withdraw consent

Where we rely on your consent (for example, for certain marketing activities), you may withdraw your consent at any time by contacting us or using the unsubscribe options provided.



8.4 Right to anonymity/pseudonymity

Where lawful and practicable, you may interact with us anonymously or using a pseudonym (for example, for general enquiries). However, for most services - particularly where we attend your property - we will need your real name and contact details. To exercise any of the above rights, please contact us using the details in Section 1.

9. Direct Marketing and Communications

We may use your personal information to send you:

- Service updates and reminders
- Offers, discounts and promotions (e.g. labour discount codes)
- Information about related services we think may be of interest to you (e.g. recurring maintenance)

We will comply with the Spam Act 2003 (Cth). You can opt out of direct marketing communications at any time by following the unsubscribe link in our emails/SMS, or by contacting us at sales@localtradieservices.com.au and asking to be removed from marketing lists. Please note that even if you opt out of marketing, we may still send you non-promotional communications related to your bookings, quotes, invoices or important service updates.

10. Cookies, Tracking and Analytics

10.1 What are cookies?

Cookies are small text files stored on your device by your web browser at the request of a website. They are widely used to remember preferences, keep you logged in and help website owners understand how their sites are used.

10.2 How we use cookies and similar technologies

On our website, we may use:

- Strictly necessary cookies - to enable website functionality (e.g. navigation, form submission security)
- Performance/analytics cookies - to collect anonymised or aggregated information about how visitors use our site
- Functional cookies - to remember your preferences or previous choices
- Advertising/remarketing cookies (if implemented) - to deliver relevant ads or measure advertising effectiveness

10.3 Third-party cookies and analytics

Third-party services (for example, analytics providers, ad networks, or embedded content providers) may set their own cookies in connection with our website. These third parties handle your information according to their own privacy policies.

10.4 Your cookie choices

Most web browsers allow you to refuse all or some cookies, be notified when a cookie is set, and delete cookies. If you disable or delete cookies, some parts of our website may not function properly.

11. Third-Party Websites and Services

Our website and communications may contain links to third-party websites or services (for example, WhatsApp, payment gateways, social media, or resources). We are not responsible for the privacy practices or content of those third parties. When you follow a link to another website or service, you should read that site's privacy policy to understand how your information will be handled.



12. Children's Privacy

Our services are generally intended for adults (homeowners, tenants, property managers, businesses). We do not knowingly collect personal information from children under 18 without appropriate consent. If you believe a child has provided personal information to us without proper consent, please contact us immediately so we can take appropriate steps to remove or manage that information.

13. Making a Privacy Complaint

If you have concerns about how we have handled your personal information, or believe we have breached the Australian Privacy Principles, please contact us first so we can try to resolve the issue.

How to complain to us:

Email: sales@localtradieservices.com.au

Phone: (0450) 483-724

Please include your name and contact details, a clear description of your concern or complaint, and any relevant dates, communications or supporting documents. We will acknowledge receipt of your complaint within a reasonable time, investigate and respond in writing, usually within 30 days.

13.1 If you are not satisfied

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC): Website: <https://www.oaic.gov.au/> | Phone: 1300 363 992 | Mail: GPO Box 5288, Sydney NSW 2001. You may also have rights under other Western Australian or federal laws, depending on the nature of your complaint.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, business practices or technology, changes in applicable laws or regulatory requirements, or improvements in how we communicate our privacy practices. When we update this Policy, we will post the updated Policy on our website and update the "Last updated" date at the top of this document.

15. Summary

- We collect only the personal information we reasonably need to quote, schedule and complete your jobs, and to run our business in Perth, Western Australia.
- We handle your information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.
- We use secure systems and trusted providers, and only share information where necessary for service delivery, business operations or legal compliance.
- You have rights to access, correct and control certain uses of your personal information.
- If you have any questions or concerns, please contact us and we will be happy to help.

Contact Local Tradie Services (Privacy Enquiries)

Email: sales@localtradieservices.com.au

Phone: (0450) 483-724

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

End of Privacy Policy (Western Australia)