



B U S Y H O M E R E S E T

# PRIVACY POLICY

Effective Date: 23<sup>rd</sup> July 2025

At **Busy Home Reset**, we are committed to protecting your privacy and ensuring the security of your personal information. This policy outlines how we collect, use, disclose, and store your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

## 1. What Personal Information We Collect

We may collect personal information that is necessary to provide our home staging services, including but not limited to:

- Full name
- Address of the property being staged
- Email address
- Phone number
- Property photos (before and after staging)
- Details about the property (e.g. size, features, condition)
- Billing and payment information

We collect this information directly from you through phone calls, email, our website, social media, or face-to-face consultations.

## 2. How We Use Your Information

We use your personal information to:

- Provide you with home staging services
- Arrange consultations, quotes, and site visits
- Communicate with you about your project
- Process payments and send invoices
- Improve our services and customer experience
- Comply with legal obligations

## 3. How We Store and Protect Your Information

Your personal information is stored securely, whether in physical files or digitally. We take reasonable steps to protect your information from misuse, loss, unauthorised access, modification, or disclosure. Access is limited to Busy Home Reset staff and trusted service providers.

#### **4. Disclosure to Third Parties**

We will never sell or rent your information. We may disclose personal information to:

- Service providers and contractors who assist with our operations (e.g. delivery services, payment processors)
- Accountants, legal advisors, or insurers (if required)
- Law enforcement or regulatory bodies, where required by law

#### **5. Access and Correction**

You have the right to request access to the personal information we hold about you and to request corrections if it is inaccurate. Please contact us using the details below.

#### **6. Marketing Communications**

We may occasionally send you updates about our services or promotions. You can opt out at any time by contacting us or using the unsubscribe option (if available).

#### **7. Website and Online Store**

If you visit our socials or website, we may collect limited data via cookies or analytics tools. This helps us understand user behaviour and improve your experience. You can manage cookies through your browser settings.

#### **8. Changes to This Policy**

We may update this Privacy Policy from time to time. The latest version will always be available on request.

#### **9. Contact Us**

If you have any questions, concerns, or complaints about this policy or how your information is handled, please contact:

##### **Busy Home Reset**

Email: [hello@busyhomerest.com.au](mailto:hello@busyhomerest.com.au)

Location: Myrtleford, Victoria, Australia