

Privacy Policy - Surf Coast Lawn & Garden - Effective Date: 20/02/2025

1. Introduction

Surf Coast Lawn & Garden ("we," "our," "us") is a business trading under **Manuka Blue Pty Ltd (ABN: 69 152 726 380)**. We respect your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we **collect, use, store, and protect** your data in accordance with the **Privacy Act 1988 (Cth)**.

2. What Information We Collect

We may collect the following information:

- Name, phone number, and email address
- Residential or service address
- Details of requested services
- Payment information (processed via third-party providers)
- Communications and feedback

3. How We Use Your Information

We collect personal information to:

- Process and schedule lawn mowing and garden maintenance services
- Contact you regarding bookings, quotes, or inquiries
- Send appointment reminders or service updates
- Improve our services and customer experience
- Comply with legal and regulatory obligations

4. How We Store & Protect Your Information

We take all reasonable steps to protect your information from **unauthorized access, loss, or misuse**.

5. Sharing Your Information

We do not sell or rent your personal data. However, we may share your information with:

- **Service providers** (e.g., booking software like ServiceM8, payment processors)
- **Regulatory bodies** (if legally required)

6. Marketing & Communications

You may receive occasional **emails or SMS** regarding promotions or updates.

You can **opt out at any time** by:

- Clicking "*unsubscribe*" in emails
- Replying "*STOP*" to SMS

7. Your Rights & Access to Information

You can request deletion of your personal information by contacting us at:

hello@surfcoastlawnandgarden.com.au

8. Changes to This Policy

We may update this Privacy Policy periodically. The latest version will always be available on our website.

For any questions or to book a service -

 **0459 220 025**

 **hello@surfcoastlawnandgarden.com.au**

 **www.surfcoastlawnandgarden.com.au**