



HCES



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4A Sinclair Drive, Wangaratta, VIC 3677
Shed 2

PRIVACY POLICY

Hurley Cameron Electrical Solutions (HCES) — ABN 33 539 162 720

Last updated: 26 August 2026

1. Overview

Hurley Cameron Electrical Solutions (HCES, “we”, “us”, “our”) respects your privacy and is committed to handling personal information responsibly and transparently. This Privacy Policy explains the kinds of personal information we collect and hold, how we collect and use it, who we may share it with, and how you can contact us about your information.

2. What personal information we collect

- Contact details — name, phone number, email address, and service/property address
- Payment information — processed and stored securely by Stripe, our payment provider. HCES never sees or stores full card numbers
- Service and job history — details of electrical work carried out, appliance and property records, and safety/compliance certificates, held in our job management system (Fergus)
- VIP Home Maintenance Program details — subscription status, billing frequency, and payment/invoice history
- Enquiry details — any information you provide through our website enquiry form, or when contacting us by phone or email
- Website information — technical information that may be collected when you use our website, such as device, browser or usage information, where collected by our website or service providers.
- Photos and videos — taken at job sites for service records and, where appropriate, for HCES marketing or social media. We aim to avoid publishing identifying customer or property information without appropriate permission.

3. How we collect personal information

- Directly from you — when you sign up for the VIP program via a Stripe Payment Link, book a service, submit our website enquiry form, or contact us by phone or email
- Through the business systems and service providers we use to deliver and administer our services, including Fergus, Xero, Stripe, Zapier, ClickSend and Mailchimp.

4. Why we collect, hold, use and disclose personal information

- To schedule and carry out electrical servicing and maintenance work



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- To process subscription payments for the VIP Home Maintenance Program
- To issue invoices and receipts, and to meet our accounting and tax obligations
- To respond to enquiries and provide customer support
- To keep accurate service records for future work, warranty claims, and safety compliance
- To send automated SMS updates about your job (e.g. when a job is completed, or when a new customer record is created)
- To send marketing communications and promotional campaigns. You can opt out of marketing communications at any time.
- To showcase our work in HCES marketing and on social media, where appropriate.

We do not sell personal information. Marketing emails include an unsubscribe option, and you can opt out of marketing communications at any time. If you do not want photos or videos from your job used for marketing or social media, please let us know.

5. Who we share information with

- Stripe — processes and securely stores payment card details for subscription payments
- Xero — our accounting software, used for invoicing and financial record-keeping
- Zapier — facilitates automated transfer of information between some of our business systems, including Stripe and Xero.
- Fergus — our job management software, used to store service history, property/job details, and scheduling information
- ClickSend — sends automated SMS job updates (e.g. job completed, new customer added)
- Mailchimp — used to send marketing emails and promotional campaigns
- Social media platforms — where we share job-site photos and videos as part of our marketing
- RJ Sanderson (our accountant) — for tax, BAS, and financial reporting purposes

We may also disclose personal information where required or authorised by law, or where reasonably necessary to provide our services.

6. Overseas disclosure

Some of the third-party service providers we use may store or process personal information outside Australia. The locations involved can vary depending on the provider and service used. Where relevant, we rely on the privacy and security practices of those providers and take reasonable steps appropriate to our business to protect personal information.



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7. How we protect your information

We take reasonable steps to protect personal information from misuse, loss, and unauthorised access. This includes relying on the security measures of our trusted service providers and limiting access to personal information to those who need it to do their job.

8. How long we keep your information

- Financial records (including invoices and payment records) are generally kept for at least 5 years, or longer where required by law.
- Service and job history is kept for as long as reasonably necessary to support future servicing, warranty claims, and safety compliance records

9. Accessing or correcting your information

You can ask to access or correct personal information we hold about you by contacting us using the details below. We may need to verify your identity before providing access or making a correction.

10. Questions or concerns

If you have a question or concern about how we handle your personal information, please contact us using the details below and provide enough information for us to understand the issue. We will review your concern and respond as soon as reasonably practicable.

Phone: 0456 674 748

Email: admin@hces.group

Address: 4A Sinclair Drive, Wangaratta VIC 3677, Shed 2

Website: www.hces.group

11. Changes to this policy

We may update this policy from time to time as our business or the services we use change. The most current version will always be available on our website.