

Privacy Policy

Last updated: August 2026

We respect your privacy and are committed to handling your personal information responsibly and in accordance with applicable Australian privacy laws.

This Privacy Policy explains how we collect, use, disclose, store and protect personal information when you visit our website, contact us, request a quote, or use our landscaping and gardening services.

1. What Personal Information We Collect

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

- Your name
- Phone number
- Email address
- Residential or business address
- Property address where landscaping services are requested
- Information about your landscaping or gardening requirements
- Details contained in enquiries, quote requests or communications with us
- Appointment and service information
- Billing and payment information where required
- Photos or other information you provide about your property or landscaping project
- Information necessary to provide our services or communicate with you

We may also collect limited technical information when you use our website, including your IP address, browser type, device information, pages visited, referring website and information about how you interact with our website.

We generally do not need to collect sensitive information from customers.

2. How We Collect Personal Information

We may collect personal information directly from you when you:

- Complete a contact or quote form on our website
- Call, email or message us
- Request a landscaping consultation
- Book an appointment
- Engage us to provide landscaping or gardening services
- Make a payment
- Communicate with us before, during or after a project
- Interact with our social media pages

We may also receive information from third parties where reasonably necessary to provide our services, such as a property manager, builder, strata manager or other person involved in a landscaping project.

Our website may also automatically collect certain technical information through cookies and analytics technologies.

3. Why We Collect and Use Personal Information

We collect and use personal information for purposes including:

- Responding to enquiries
- Providing landscaping and gardening services
- Preparing quotes and proposals
- Arranging property inspections and consultations
- Scheduling and managing jobs
- Communicating with customers
- Processing payments and invoices
- Managing our customer relationships
- Improving our website and services
- Responding to complaints or requests
- Maintaining business and accounting records
- Protecting our business against fraud, misuse or security threats
- Complying with our legal obligations
- Sending marketing communications where permitted by law and, where required, with your consent

We will generally only collect information that is reasonably necessary for our business functions and activities.

4. Website Cookies and Analytics

Our website may use cookies and similar technologies.

Cookies are small files that may be stored on your device when you visit a website. We may use cookies to:

- Keep our website functioning properly
- Remember preferences
- Understand how visitors use our website
- Improve website performance
- Measure the effectiveness of our advertising and marketing

We may use third-party services such as Google Analytics, Google Ads, Meta or other website and advertising platforms if these services are implemented on our website.

These third parties may collect information about your use of our website in accordance with their own privacy policies.

You can generally control or disable cookies through your browser settings. Disabling cookies may affect some website functionality.

5. How We Use Your Information for Marketing

We may use your contact information to provide information about our landscaping services, promotions, seasonal services or other relevant business updates where permitted by applicable law.

Where required, we will obtain your consent before sending electronic direct marketing.

You can unsubscribe from marketing communications at any time by following the unsubscribe instructions in the communication or contacting us directly.

Unsubscribing from marketing communications will not prevent us from sending important service-related communications, such as information about an existing booking or project.

6. Disclosure of Personal Information

We may disclose personal information where reasonably necessary to operate our business and provide our services.

This may include disclosure to:

- Our employees and landscaping staff
- Contractors and subcontractors working on your project
- Garden and landscaping suppliers
- Equipment or service providers
- Website hosting and technology providers
- IT and software providers
- Payment processors
- Accounting and bookkeeping providers
- Professional advisers such as accountants, lawyers and insurers
- Property managers, builders or strata managers where relevant to a project
- Government agencies or regulators where required or authorised by law

We do not sell your personal information.

We will take reasonable steps to ensure that information is only disclosed for appropriate purposes and in accordance with applicable privacy obligations.

7. Overseas Disclosure

Some of the technology, software, hosting, payment, analytics, email, advertising or other service providers we use may store or process information outside Australia.

Depending on the services we use, these providers may be located in countries including the United States or other countries in which international technology providers operate.

Where Australian privacy law applies, we will take reasonable steps to address applicable requirements relating to overseas disclosure of personal information.

Because our third-party service providers may change from time to time, the specific countries in which information may be stored or processed may also change.

8. How We Store and Protect Personal Information

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

Depending on the information and systems involved, security measures may include:

- Password protection
- Access controls
- Secure website connections
- Secure cloud-based systems
- Limiting access to personal information to people who need it for their work
- Regularly reviewing our information-handling practices

However, no website, electronic transmission or storage system can be guaranteed to be completely secure.

You should also take reasonable steps to protect your own information, including keeping passwords and account information confidential.

9. How Long We Keep Personal Information

We retain personal information for as long as reasonably necessary for the purposes for which it was collected, including providing services, maintaining customer and business records, resolving disputes and meeting legal, accounting and taxation requirements.

When personal information is no longer required, we will take reasonable steps to securely destroy or de-identify it.

10. Access to Your Personal Information

You may contact us to request access to personal information we hold about you.

You may also ask us to explain how we have collected or used your personal information.

We will generally respond to access requests within a reasonable period.

We may need to verify your identity before providing access to personal information.

In certain circumstances, we may be unable to provide access or may need to limit access in accordance with applicable law. If this occurs, we will explain the reasons where permitted to do so.

11. Correcting Your Personal Information

We aim to keep personal information accurate, complete and up to date.

If you believe information we hold about you is inaccurate, incomplete or out of date, please contact us and request a correction.

We will take reasonable steps to correct information where appropriate.

12. Privacy Complaints

If you believe we have mishandled your personal information or breached an applicable privacy obligation, please contact us using the details below.

Please provide enough information for us to understand and investigate your complaint.

We will:

1. Acknowledge your complaint where appropriate;
2. Investigate the circumstances;
3. Consider relevant information and records; and
4. Provide you with a response within a reasonable period.

If you are not satisfied with our response and the Privacy Act 1988 applies to our business, you may be able to make a complaint to the **Office of the Australian Information Commissioner (OAIC)**.

Further information about Australian privacy rights and complaints is available from the OAIC.

13. Third-Party Websites

Our website may contain links to third-party websites, including social media platforms, payment services, suppliers or other websites.

We are not responsible for the privacy practices or content of third-party websites.

We recommend reviewing the privacy policy of any third-party website before providing your personal information.

14. Children's Privacy

Our website and services are primarily intended for adults.

We do not knowingly seek to collect personal information from children unless it is reasonably necessary and permitted by law.

If you believe a child has provided personal information to us, please contact us so we can consider appropriate action.

15. Anonymity and Pseudonyms

Where it is lawful and practicable to do so, you may interact with us without identifying yourself or by using a pseudonym.

However, this may not be practicable when you are requesting a quote, booking landscaping services, arranging access to a property, entering into a contract or requesting services that require us to identify you.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, website, technology, service providers or applicable privacy requirements.

The latest version will be published on our website with the updated date shown at the beginning of this policy.

We recommend checking this page periodically for any changes.

17. Contact Us

If you have questions about this Privacy Policy, want to access or correct your personal information, or wish to make a privacy complaint, please contact us:

KAL LANDSCAPES
ABN: 47 281 730 488
Phone: 0422 899 362
Email: kal.landscapes@gmail.com