MOVEAGE GROUP PTY LTD

PRIVACY POLICY

ABN: 83 605 673 658
Website: www.moveage.com.au
Last updated: 27 November 2026

1. Introduction

Moveage Group Pty Ltd (ABN 83 605 673 658), referred to throughout this Privacy Policy as Moveage, we, us or our, respects your privacy and is committed to protecting your personal information.

This Privacy Policy outlines how we collect, hold, use, disclose, manage and protect personal information in connection with our website, business operations and removalist enquiry and referral services.

We are committed to handling personal information in accordance with applicable Australian privacy legislation, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), where applicable.

This Privacy Policy should be read in conjunction with our Website Terms of Use and Referral Services, available at www.moveage.com.au.

2. Nature of Our Business and Referral Services

Moveage operates an online enquiry and referral service connecting prospective customers with independent third-party removalist businesses that may be able to assist with their moving and relocation requirements.

Moveage does not itself perform removalist services, provide removalist quotations, accept removalist bookings or enter into agreements for the provision of removalist services under its referral business model.

To facilitate our referral services, we collect personal information and details regarding your proposed move and, with your consent, disclose relevant information to up to three (3) independent, unrelated removalist businesses.

These businesses may subsequently contact you directly to discuss your requirements, provide quotations and arrange services should you choose to proceed.

3. Personal Information We Collect

The types of personal information we may collect and hold include:

- Your first name and surname;
- Telephone and mobile telephone numbers;
- Email addresses;
- Residential, business, collection and delivery addresses;
- Current and proposed relocation locations;
- Preferred moving dates and timeframes;
- Details regarding the size, nature and requirements of your proposed move;
- Information regarding furniture, household belongings and other items requiring transportation;
- Property access information and other relevant logistical requirements;
- Packing, storage and associated service requirements;
- Photographs, documents or other materials voluntarily submitted in connection with your enquiry;
- Records of correspondence and communications with us;
- Records of consent, including when and how consent was provided;
- Information regarding your interaction with our website and referral services; and
- Other information reasonably necessary to process your enquiry or administer our business.

We only seek to collect personal information that is reasonably necessary for our business activities and the provision of our referral services.

4. Sensitive Information

Moveage does not ordinarily require sensitive information, as defined under the Privacy Act 1988 (Cth), to provide its referral services.

You should not provide information regarding your health, medical conditions, racial or ethnic origin, religious beliefs, political opinions, sexual orientation, criminal history or other sensitive matters unless specifically required for a legitimate purpose.

We do not knowingly collect sensitive information unless it is reasonably necessary, appropriate consent has been obtained, or collection is otherwise permitted or required by law.

You should also avoid submitting financial account details, credit card information, government-issued identification documents, passwords, property access codes or other confidential information that is not necessary for your enquiry.

5. How We Collect Personal Information

We may collect personal information directly from you when you:

- Visit or interact with our website;
- Complete or submit an online enquiry form;
- Request information regarding removalist or associated services;
- Contact us by telephone, email, SMS or other communication channels;

- Communicate with us through social media platforms;
- Respond to our communications;
- Provide feedback, submit a complaint or request assistance; or
- Otherwise interact with our business.

We may also collect information from third parties where reasonably necessary and permitted by law, including independent Service Providers, authorised representatives, technology providers and other businesses assisting with our operations.

Where reasonably practicable, we will collect personal information directly from the individual to whom that information relates.

If you provide personal information relating to another individual, you must ensure that you have the necessary permission or authority to provide that information and authorise its use and disclosure for the relevant purposes.

6. Purpose of Collecting Personal Information

We may collect, hold and use your personal information for the following purposes:

(a) receiving, assessing and processing your moving or relocation enquiry;

(b) identifying independent removalist businesses that may be able to assist with your requirements;

(c) facilitating introductions and referrals to up to three independent removalist businesses;

(d) enabling those businesses to contact you directly, discuss your requirements and provide quotations;

(e) communicating with you regarding your enquiry and our referral services;

(f) responding to questions, complaints, feedback or requests for assistance;

(g) administering, maintaining and improving our website and business operations;

(h) maintaining appropriate business, referral and consent records;

(i) administering commercial referral arrangements with participating businesses;

(j) monitoring website performance, security and functionality;

(k) detecting, investigating and preventing fraudulent, unlawful or inappropriate activity;

(l) managing legal, regulatory, accounting and administrative obligations;

(m) establishing, exercising or defending legal rights and claims; and

(n) any other purpose for which you have provided consent or which is otherwise permitted or required by law.

We will not use or disclose your personal information for an unrelated purpose without appropriate consent or another lawful basis.

7. Disclosure to Independent Removalist Businesses

By submitting an enquiry through our website and providing your express consent, you authorise Moveage to disclose your personal information and moving requirements to up to three (3) independent, unrelated third-party removalist businesses (Service Providers).

The information disclosed may include:

- Your name;
- Your telephone number;
- Your email address;
- Your current and proposed relocation addresses or locations;
- Your preferred moving date;
- Details regarding the size and nature of your move;
- Relevant furniture, inventory and property access information; and
- Other information reasonably necessary for a Service Provider to assess and respond to your enquiry.

The purpose of this disclosure is to enable the Service Providers to contact you directly, assess your requirements, discuss available services and provide potential quotations.

Depending on your location, requirements and the availability of participating businesses, your enquiry may be forwarded to fewer than three Service Providers.

Moveage does not guarantee that your enquiry will be referred to three businesses or that any business will respond to your enquiry.

Your consent is specific to the enquiry you submit and does not authorise the unrestricted distribution of your personal information to other removalist businesses or its use for unrelated marketing purposes.

8. Commercial Referral Arrangements

Moveage may operate commercial referral or lead generation arrangements with independent Service Providers.

We may receive a referral fee, lead generation fee, commission or other commercial benefit in connection with the disclosure of your enquiry or an introduction facilitated through our website.

By expressly consenting to the referral of your enquiry, you acknowledge that the disclosure of your personal information may occur in connection with such a commercial