

CUSTOMER PRIVACY

Privacy Policy

Square Orange SA | Effective 8 August 2026

1. About this policy

Square Orange SA is operated by Milan Necic-Harris trading as Square Orange SA, ABN 64 232 554 589.

Square Orange SA provides residential unwanted-goods removal, property clear-outs, decluttering and storage-improvement services from Aldinga Beach, South Australia.

This Privacy Policy explains how Square Orange SA collects, uses, stores and discloses personal information. Square Orange SA aims to handle personal information responsibly and in accordance with this policy and any applicable Australian law.

2. Information we may collect

Depending on the enquiry or job, Square Orange SA may collect:

- your name;
- phone number and email address;
- residential service address and suburb;
- enquiry, quote, booking and cancellation details;
- descriptions of the goods and work requested;
- information about access, parking, stairs, hazards and other job conditions;
- photos you provide for assessment or quoting;
- operational photos taken to document the job, access, property condition, goods or completed work;
- optional marketing photos covered by separate consent;
- quotes, invoices and payment records;
- disposal receipts and other job records;
- messages, complaints and other communications; and
- information submitted through a website enquiry or quote form.

Photos may contain personal information if they show people, addresses, documents, number plates or other identifying details.

Square Orange SA does not intentionally collect more information than is reasonably needed for the enquiry, job or related business records.

3. How information is collected

Square Orange SA may collect information:

- directly from you by telephone, text message, email or other business communications;
- through the Square Orange SA website or a website form;
- from photos, descriptions or documents you provide;
- during an onsite quote, inspection or residential job;
- when preparing quotes, bookings, invoices, receipts or job records;
- through a payment provider when payment is made;
- from a person authorised to act for you or the property owner; or
- when dealing with an insurer, adviser, disposal facility or authority in connection with a job, complaint, incident or legal requirement.

If you do not provide information needed to understand the work, prepare a quote, confirm safe access or arrange lawful disposal, Square Orange SA may be unable to quote, accept or complete the job.

4. Why information is needed and how it is used

Square Orange SA may use personal information to:

- respond to enquiries;
- understand the goods and work requested;
- assess access, safety, labour, equipment and disposal requirements;
- prepare and manage quotes;
- arrange, confirm, change or cancel bookings;
- provide the agreed service;
- communicate about the job;
- process payments and issue invoices or receipts;
- record approved changes to the job or price;
- document property condition, completed work and lawful disposal;
- maintain tax, accounting, insurance and operational records;
- respond to questions, complaints, damage reports or disputes;
- manage safety, insurance or legal matters;
- prevent or respond to unlawful or unsafe activity; and
- comply with applicable legal requirements.

Square Orange SA does not sell customer information and does not use this policy as consent for marketing emails or unrelated promotional contact.

5. Quotes and operational job photos

Photos supplied for quoting are used to assess the goods, likely load, access, labour, equipment, safety and disposal requirements. They are not treated as marketing consent.

Square Orange SA may take reasonable operational photos where needed to:

- record the goods included in the agreed work;
- document access or safety conditions;
- record existing property damage or fragile areas;
- show the condition of goods;
- confirm completion or disposal;
- support an invoice, complaint, insurance matter or dispute; or
- maintain an appropriate job record.

Operational photos are handled as business records. They are not published for marketing merely because they were supplied for a quote or taken during a job.

Where practical, Square Orange SA will avoid capturing people, faces, personal documents, house numbers, number plates and unrelated personal items.

6. Optional marketing photos

Before-and-after photos or videos will only be used for marketing where the customer has given separate, optional photo consent.

Refusing marketing consent will not affect the quote, price, booking or service.

The separate Photo Consent form explains the permitted marketing uses and how consent may be withdrawn. If consent is withdrawn after publication, Square Orange SA will take reasonable steps to stop future use and remove the material from channels it controls. Copies already shared, cached or archived by others may not be recoverable.

7. When information may be disclosed

Square Orange SA may disclose limited personal information where reasonably necessary to:

- payment providers processing payments, invoices or receipts;
- website, email, communications, file-storage or technology providers supporting business operations;
- insurers or insurance representatives handling a claim or incident;
- accountants, lawyers or other professional advisers;
- disposal, recycling or donation facilities where information is reasonably required to complete or document lawful disposal;
- workers or service providers directly involved in delivering the agreed job;
- a person you authorise to receive the information; or
- police, regulators, courts, government authorities or other parties where disclosure is required or authorised by law, or reasonably necessary to address a serious safety or unlawful-waste concern.

Square Orange SA aims to disclose only the information reasonably needed for the relevant purpose.

Some technology, payment, email or storage providers may process information using systems located outside Australia. The locations involved depend on the providers and services being used.

8. Website forms, cookies and analytics

Information submitted through a Square Orange SA website form may be sent to Square Orange SA by email or stored by the website or form provider so the enquiry can be answered.

The website or its hosting provider may use technical functions that are necessary to deliver, secure or operate the website. These may involve basic technical information such as an internet protocol address, browser or device type, access time and requested page.

Square Orange SA does not claim that website analytics, advertising pixels or other non-essential tracking tools are active unless they have been confirmed and disclosed. If analytics or non-essential cookies are introduced, this policy and any appropriate website notice or consent controls will be updated.

You can control cookies through your browser settings, although blocking essential technical functions may affect how a website operates.

9. Storage and security

Information may be stored in business email, secure cloud storage, payment or invoicing systems, business devices and organised job records.

Square Orange SA uses reasonable practices appropriate to a small service business to protect personal information from loss, misuse, unauthorised access, alteration or disclosure. These practices may include:

- passwords and device access controls;
- limiting access to people who reasonably need the information;
- using reputable service providers;
- maintaining organised business records; and
- securely deleting or disposing of records when they are no longer required.

No electronic storage or transmission method is completely secure. Square Orange SA cannot guarantee absolute security but will take reasonable care with the information it holds.

10. Retention and deletion

Square Orange SA keeps personal information only for as long as reasonably needed for:

- the enquiry, quote, booking or job;
- customer service and complaint handling;
- payment, taxation and accounting records;
- insurance and dispute management;
- lawful disposal records; and
- other applicable legal or legitimate business requirements.

Different records may need to be retained for different periods. When information is no longer reasonably required, Square Orange SA will take reasonable steps to delete it, securely dispose of it or remove identifying details.

Marketing photos may be retained while the relevant consent remains in effect and the material continues to be used, subject to the withdrawal arrangements in the separate Photo Consent form.

11. Access and correction

You may ask Square Orange SA to:

- tell you what personal information it holds about you;
- provide access to that information; or
- correct information that is inaccurate, incomplete or out of date.

Requests can be made using the contact details below. Square Orange SA may ask for enough information to confirm your identity and locate the relevant records.

Square Orange SA will respond within a reasonable time. Access may be limited where required or authorised by law, including where providing access would unreasonably affect another person's privacy.

12. Privacy questions and complaints

If you have a privacy question or believe your information has been mishandled, please contact Square Orange SA and provide enough detail to investigate the issue.

Square Orange SA will acknowledge and consider the concern, may request further information, and will aim to provide a response within a reasonable time.

Where the Privacy Act 1988 applies and a complaint remains unresolved, you may be entitled to contact the Office of the Australian Information Commissioner through www.oaic.gov.au.

13. Contact details

Legal operator: Milan Necic-Harris trading as Square Orange SA

ABN: 64 232 554 589

Base: Aldinga Beach, South Australia

Website: <https://www.squareorange.com.au>

Email: hello@squareorange.com.au

Phone: 0409 270 075

14. Changes to this policy

Square Orange SA may update this Privacy Policy if its services, recordkeeping practices, website technology or legal obligations change.

The current version will be published on the Square Orange SA website with its effective date.