

## Privacy Policy

Transitions Removals & Logistics adheres to the Privacy Act 1988.  
Details can be found at: <https://www.legislation.gov.au/Details/C2019C00025>.

We strive to maintain the reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements.

We hold the information we collect from you in a working file and electronically stored. We ensure that your information we collect is safe by protecting it from unauthorised access, modification and disclosure. We maintain physical security over our paper and electronic data and premises, by using locks and security systems. We also maintain computer and network security; for example, we use firewalls (security measures for the Internet) and other security systems such as user identifiers and passwords to control access to computer systems where your information is stored.

## Refund Policy

If for any reason you were unhappy with our service, please contact our office on 0435 421 571 or [move@transitionsremovals.com.au](mailto:move@transitionsremovals.com.au) immediately and we will endeavor to rectify the situation.

Damage or breakages must be reported within 48 hours of moving day. Repairs or replacements will be provided at the discretion of our insurer and within the scope of our policy which is available on request.

We do not offer refunds for completed work.