

Privacy Policy

TB Electrical Services Pty Ltd (ABN 34 669 467 467), trading as **TB Electrical & Communications**, respects your privacy and is committed to handling personal information responsibly. This Privacy Policy explains how we collect, use, disclose and protect personal information when you interact with our business, website, advertising, enquiry forms and electrical services.

Effective date: 4 September 2026

1. Personal information we collect

We may collect personal information that is reasonably necessary to provide our services and respond to enquiries. This may include your name, email address, phone or mobile number, job or service address, details about the electrical work or issue you are enquiring about, communications with us, and information about how you heard about TB Electrical & Communications.

When you use our website or interact with our advertising, we may also collect technical and usage information such as device and browser information, website activity, advertising interactions and conversion information through analytics, advertising technologies and similar tools.

2. How we collect information

We may collect personal information directly from you when you contact us, request a quote, make a booking, submit a website form, submit a Google Ads lead form, call or email us, or engage us to perform electrical work.

Information may also be collected through service and technology providers we use to operate the business, manage enquiries, measure advertising performance and manage jobs.

3. How we use personal information

We may use your personal information to respond to enquiries and quote requests; contact you about electrical services; schedule, manage and complete jobs; provide customer service; maintain business and service records; improve our website, advertising and services; measure marketing and advertising performance; and comply with applicable legal, regulatory, safety and business requirements.

Where appropriate, information about enquiries and completed jobs may also be used to understand whether advertising generated a genuine customer enquiry or completed job and to improve future advertising decisions.

4. Google Ads and lead forms

TB Electrical & Communications may use Google Ads to promote its services. If you submit a Google-hosted lead form, the information you choose to provide may be made available to TB Electrical & Communications so we can respond to your enquiry.

We may also use Google Ads conversion measurement to understand actions such as submitted enquiries, calls and other relevant interactions. Where supported and appropriately configured, customer information associated

with an enquiry or completed job may be used in a privacy-conscious manner to help measure advertising outcomes.

5. ServiceM8 and job management

We use ServiceM8 and related business systems to assist with managing customer enquiries, bookings, jobs, communications and service records. Information you provide to us may therefore be entered into or processed through these systems where required to manage your enquiry or electrical work.

We may also use integrations between our advertising, website, automation and job-management systems to improve lead handling and understand which marketing activity results in booked or completed work.

6. Disclosure to service providers

We may disclose personal information to trusted third-party providers where reasonably necessary to operate our business. These may include website and hosting providers, advertising and analytics platforms, customer and job-management systems, communications providers, automation/integration services, professional advisers and other suppliers supporting our operations.

We do not sell personal information to third parties. Service providers may process information subject to their own privacy and security obligations.

7. Cookies, analytics and advertising technologies

Our website may use cookies and similar technologies to operate website functionality, understand website usage and measure advertising performance. These technologies may collect information about visits, interactions and devices.

You can manage cookies through your browser settings. Restricting cookies may affect some website functionality or the way advertising performance is measured.

8. Storage and security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Personal information may be stored electronically in systems used by TB Electrical & Communications and its service providers.

No method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

9. Access and correction

You may contact us to request access to personal information we hold about you or to ask us to correct information that is inaccurate, out of date or incomplete. We may need to verify your identity before actioning a request and may decline access where permitted or required by law.

10. Marketing communications

Where we send marketing communications, you may ask us to stop sending them at any time by using an available unsubscribe option or contacting us directly. Service-related communications about an enquiry, booking or job may still be sent where necessary.

11. Retention

We retain personal information for as long as reasonably necessary for the purposes for which it was collected, to manage our business and customer relationships, and to satisfy applicable legal, accounting, safety or record-keeping requirements. Information that is no longer required may be deleted, destroyed or de-identified where appropriate.

12. Privacy enquiries and complaints

If you have a question, request or complaint about how we handle personal information, please contact us using the details below. We will take reasonable steps to review and respond to privacy concerns.

13. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes to our business practices, technology, services or legal requirements. The current version will be made available through our website or another accessible location.

CONTACT TB ELECTRICAL & COMMUNICATIONS	
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This document is a general privacy policy for TB Electrical & Communications and should be reviewed if the business changes its data-handling practices, systems or marketing activities.