Privacy Policy

Last updated: 19 September 2026

1. Introduction

Welcome to **Snake Catchers NSW** ("**Snake Catchers NSW**", "**we**", "**us**", "**our**).

This Privacy Policy explains how we collect, use, disclose, store and protect personal information when you use the Snake Catchers NSW website, mobile application, online booking and job-matching services, or otherwise interact with us.

Our website and services may allow customers to request snake catching, snake relocation, snake removal, inspection or related services and may connect those customers with independent snake catchers operating in their local area.

We are committed to handling personal information responsibly and in accordance with applicable Australian privacy laws, including the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**, to the extent those laws apply to us.

By using our website, application or services, you acknowledge that you have read and understood this Privacy Policy.

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2. Who this Privacy Policy applies to

This Privacy Policy applies to information collected from or about:

- customers requesting or using our services;
- visitors to our website;
- users of our mobile application;
- people submitting enquiries;
- snake catchers and other service providers registering with our platform;
- people communicating with us by telephone, SMS, email or other communication channels; and
- people whose information is provided to us by a customer, catcher or other authorised person in connection with a service request.

This Privacy Policy does not necessarily apply to the privacy practices of independent snake catchers or third-party businesses that receive information through our platform. Those businesses may have their own privacy policies and obligations.

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3. What personal information do we collect?

The information we collect depends on how you use Snake Catchers NSW.

Customers

When you request a snake catcher or create a job, we may collect:

- full name;
- telephone number;
- email address;
- residential or service address;
- suburb;
- postcode;
- location information relevant to the requested service;
- details about the snake or wildlife issue;
- photographs or videos you provide;
- information about accessibility or site requirements where relevant;
- preferred appointment information;
- job history;
- quoted or displayed price;
- payment and transaction information;
- communications between you and Snake Catchers NSW;
- communications relating to the job; and
- other information reasonably required to arrange or provide the service.

Snake catchers and service providers

If you register or operate as a snake catcher through our platform, we may collect:

- name;
- business or trading name;
- telephone number;
- email address;
- business address or service area;
- Australian Business Number (ABN);
- relevant licences, registrations, qualifications or business information where applicable;
- insurance information where required;
- profile photograph;
- profile description;
- areas serviced;
- availability;
- job acceptance and completion information;
- customer ratings, reviews or feedback;
- payment or payout information;
- tax-related information required to process payments;

- communications with customers and Snake Catchers NSW;
- device and technical information; and
- other information reasonably required to administer the catcher network.

We may also collect information provided as part of an application or verification process.

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4. Information relating to snake-catching jobs

When a customer creates a job, we may collect and process information necessary to identify and allocate the job.

This may include:

- the suburb or general service location;
- the nature of the snake sighting;
- information about the property;
- whether children, pets or other people may be present;
- photographs or videos supplied by the customer;
- requested service time;
- quoted or displayed service price;
- job status;
- catcher acceptance;
- catcher ETA;
- completion information; and
- other information necessary to safely and efficiently provide the service.

Some of this information may be shared with one or more local snake catchers for the purpose of responding to or completing the job.

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5. How the job-matching system works

Snake Catchers NSW may operate a network-based job allocation system.

When you submit a job:

1. We receive and record the job request.
2. We determine which participating snake catchers may be suitable based on factors such as location, service area, availability and other operational criteria.
3. Relevant job information may be sent to participating catchers.
4. A catcher may express interest in or accept the job.
5. Once a catcher accepts the job, additional customer information may be provided to that catcher so they can contact you and attend the property.

6. The catcher may provide an estimated time of arrival and update the job status.
7. Once the job is completed, the catcher may record completion information and process or collect payment in accordance with the applicable service arrangements.

By submitting a job through Snake Catchers NSW, you understand that your information may need to be disclosed to participating snake catchers for the purpose of arranging and providing the requested service.

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6. What information is provided to snake catchers?

We aim to provide catchers with only information reasonably necessary to perform the job.

Depending on the stage of the booking, this may include:

- suburb or service location;
- relevant job details;
- description of the snake or situation;
- photographs or videos supplied by the customer;
- quoted or displayed service price;
- customer name;
- telephone number;
- address or location information;
- appointment information; and
- information necessary for the catcher to safely attend and complete the job.

Before a catcher accepts or is allocated a job, we may limit the information displayed to them.

For example, a job notification may initially contain only information such as the **suburb, job type and applicable price**.

Additional customer information may be provided after the catcher accepts the job.

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7. Disclosure of personal information

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

These parties may include:

Independent snake catchers

Customer information may be provided to the catcher who accepts or is allocated a customer's job.

Technology and hosting providers

We may use third-party providers for:

- website hosting;
- application hosting;
- databases;
- cloud storage;
- software development;
- analytics;
- security;
- communications; and
- technical support.

Payment providers

Where payments are processed electronically, transaction information may be provided to our payment service provider.

We generally do not need to store complete payment-card details ourselves where those details are processed directly by an external payment provider.

Communication providers

We may use third-party providers to send:

- SMS messages;
- emails;
- push notifications;
- booking notifications;
- job notifications; and
- other service communications.

Professional advisers

We may disclose information to professional advisers such as lawyers, accountants, insurers, auditors and other advisers where reasonably necessary.

Government and regulatory authorities

We may disclose information where required or authorised by law, including where necessary to comply with a legal obligation, court order, regulatory requirement or lawful request.

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8. We do not sell personal information

Snake Catchers NSW does not sell, rent or trade personal information to unrelated third parties for their own marketing purposes.

We may disclose information to service providers and participating snake catchers where this is reasonably necessary to provide and administer our services.

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9. Customer communications

When you submit a job or otherwise use our services, we may contact you by:

- telephone;
- SMS;
- email;
- push notification;
- in-app notification; or
- other electronic communication methods.

These communications may relate to:

- confirmation that a job has been created;
- catcher availability;
- catcher acceptance;
- estimated arrival time;
- changes to the job;
- cancellation;
- payment;
- completion of the service;
- safety information;
- customer support; and
- other matters directly relating to your use of our services.

Some service communications are necessary to provide the service and therefore may continue even if you have opted out of optional marketing communications.

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10. Marketing communications

Where required by law, we will seek your consent before sending direct marketing communications.

Marketing communications may include information about:

- Snake Catchers NSW;
- new services;
- promotions;
- educational information;
- relevant products or services; and
- other information we reasonably believe may be of interest to you.

You may unsubscribe from marketing communications at any time using the unsubscribe mechanism provided or by contacting us.

Opting out of marketing communications will not normally prevent us from sending essential service-related communications.

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11. Information provided by customers about other people

A customer may provide us with information about another person, such as:

- a property owner;
- tenant;
- family member;
- employee;
- property manager; or
- another person responsible for the property.

If you provide another person's personal information, you should ensure that you are authorised to provide that information and, where appropriate, have informed the person that their information may be provided to Snake Catchers NSW and participating service providers.

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12. Location information

Location information may be collected or provided when you request a service.

This may include:

- property address;
- suburb;
- postcode;
- approximate location;
- GPS or device location where enabled;
- location supplied through a map interface; or
- location information supplied manually by you.

We use location information primarily to:

- identify the appropriate service area;
- match jobs with nearby catchers;
- assist catchers in attending the correct location;
- calculate or display relevant service information;
- improve job allocation; and
- provide the requested service.

We do not use precise location information for unrelated purposes without an appropriate legal basis or consent where required.

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13. Photographs and videos

Customers may provide photographs or videos of snakes, properties or other relevant circumstances.

We may use these materials to:

- identify or assess the nature of a job;
- assist a catcher before attending;
- provide the requested service;
- investigate customer support issues;
- resolve disputes;
- improve our services; and
- maintain appropriate job records.

Photographs and videos may contain personal information, property information, vehicle registration details or other identifiable information.

You should avoid uploading information that is not reasonably necessary for the requested service.

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14. Technical information

When you access our website or application, we may automatically collect certain technical information.

This may include:

- IP address;
- browser type;
- operating system;
- device type;

- screen resolution;
- application version;
- referring website;
- pages viewed;
- dates and times of access;
- approximate geographic information;
- diagnostic information;
- crash reports; and
- other technical information.

We may use this information to:

- operate the website and application;
- maintain security;
- detect fraud or misuse;
- troubleshoot technical problems;
- understand how our services are used;
- improve performance; and
- generate aggregated statistics.

Where reasonably possible, technical information will be used in a manner that does not unnecessarily identify individual users.

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15. Cookies and similar technologies

Our website and application may use cookies, pixels, local storage and similar technologies.

These technologies may be used to:

- keep you signed in;
- remember preferences;
- maintain sessions;
- improve website functionality;
- analyse website traffic;
- monitor performance;
- improve security; and
- understand how users interact with our services.

You can generally control or disable cookies through your browser settings.

Disabling certain cookies may affect the functionality of the website or application.

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16. How we use personal information

We may collect, hold, use and disclose personal information for purposes including:

- providing snake catching and relocation services;
- creating and managing jobs;
- matching customers with local snake catchers;
- communicating with customers and catchers;
- providing quotations or displaying applicable prices;
- processing payments;
- managing catcher accounts;
- verifying catcher information;
- administering our website and application;
- preventing fraud and misuse;
- maintaining security;
- resolving complaints and disputes;
- maintaining business records;
- improving our services;
- conducting analytics;
- complying with legal obligations; and
- other purposes reasonably related to operating Snake Catchers NSW.

We will generally not use personal information for a materially unrelated purpose without appropriate consent or another lawful basis.

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17. Job history and records

We may retain records relating to jobs created through our platform.

These records may include:

- customer details;
- catcher details;
- job location;
- job description;
- price;
- communications;
- acceptance information;
- ETA;
- completion information;
- payment status;
- photographs or videos;
- complaints or disputes; and
- other information reasonably required for business, legal, safety or administrative purposes.

These records may be retained after a job has been completed where reasonably necessary for legitimate business purposes or to comply with legal, taxation, insurance or regulatory obligations.

18. Payment information

Where payments are made through our platform, payment information may be processed by an external payment provider.

Depending on the payment method used, we may receive information such as:

- transaction amount;
- transaction date;
- payment status;
- payment reference;
- limited payment-card information; or
- other transaction details.

We do not intend to collect or store full payment-card numbers or security codes unless specifically required and lawfully permitted.

Third-party payment providers may have their own privacy policies and terms.

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19. Snake catchers as independent service providers

Snake Catchers NSW may connect customers with independent snake catchers.

Unless expressly stated otherwise, a catcher may operate as an independent business and may not be an employee of Snake Catchers NSW.

When you accept a service from an independent catcher, you acknowledge that information required to perform the service may be provided to that catcher.

The catcher may separately collect and retain information in accordance with their own legal obligations and privacy practices.

Where appropriate, Snake Catchers NSW may require participating catchers to protect customer information and use it only for legitimate purposes connected with the job or their relationship with Snake Catchers NSW.

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20. Catcher contact information

When a catcher accepts or is allocated a job, their relevant business or contact information may be made available to the customer.

This may include:

- catcher name;
- business name;
- telephone number;
- profile information;
- ETA;
- service information; and
- other information reasonably required to identify the service provider.

By registering as a catcher and participating in the platform, catchers acknowledge that relevant business and contact information may be disclosed to customers with whom they are matched.

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21. Security of personal information

We take reasonable steps to protect personal information against:

- misuse;
- interference;
- loss;
- unauthorised access;
- modification; and
- unauthorised disclosure.

Security measures may include:

- access controls;
- authentication;
- encryption where appropriate;
- secure hosting;
- restricted administrative access;
- monitoring;
- backups;
- software updates; and
- other technical and organisational safeguards.

No internet transmission or electronic storage system can be guaranteed to be completely secure.

Accordingly, while we take reasonable precautions, we cannot guarantee the absolute security of information transmitted to or stored by us.

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22. Data breaches

If we become aware of a data breach involving personal information, we will assess the incident and take appropriate steps in accordance with applicable Australian law.

Where the **Notifiable Data Breaches scheme** applies and an eligible data breach is reasonably likely to result in serious harm, we will comply with applicable notification obligations, including notifying affected individuals and the Office of the Australian Information Commissioner (OAIC) where required.

We may also take steps to:

- contain the incident;
- investigate what occurred;
- secure affected systems;
- prevent further unauthorised access;
- engage specialist advisers where appropriate; and
- provide relevant information or assistance to affected individuals.

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23. Overseas disclosure and service providers

Some of the third-party technology providers we use may store or process information outside Australia.

Where personal information is disclosed overseas, we will take reasonable steps to comply with applicable Australian privacy requirements.

Depending on the services used by Snake Catchers NSW, information may be processed by providers located in countries including, but not limited to, Australia, the United States or other jurisdictions.

The specific locations may change as our technology providers and services change.

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24. Third-party websites and services

Our website or application may contain links to third-party websites, services or applications.

These may include:

- payment providers;
- mapping services;

- social media platforms;
- communication services;
- external booking systems; and
- other third-party services.

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

You should review the privacy policy of any third-party service before providing personal information to that service.

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25. Children's privacy

Our services are not specifically directed toward children.

We do not knowingly collect personal information from children for purposes unrelated to providing our services.

If a parent or guardian believes that a child has provided personal information to us unnecessarily, they may contact us so that we can consider appropriate steps.

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26. Accessing your personal information

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

Subject to applicable legal exceptions, we will provide access to the information we hold and may explain how that information is being used or disclosed.

Requests should be made using the contact details provided at the end of this Privacy Policy.

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

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27. Correcting your personal information

We take reasonable steps to ensure that personal information we hold is accurate, complete and up to date.

If you believe information we hold about you is inaccurate, incomplete, misleading or out of date, you may request that we correct it.

We will consider your request and take reasonable steps to correct information where appropriate.

28. Deleting personal information

You may ask us to delete personal information we hold about you.

Whether we can delete information will depend on the circumstances and our legal obligations.

We may need to retain certain information for reasons including:

- taxation;
- accounting;
- insurance;
- legal claims;
- dispute resolution;
- fraud prevention;
- safety;
- regulatory compliance;
- contractual obligations; or
- other legitimate business requirements.

Where information cannot be deleted, we will explain the relevant reason where appropriate.

29. Complaints about privacy

If you believe we have mishandled your personal information, you may contact us and provide details of your concern.

We will investigate privacy complaints and aim to respond within a reasonable period.

Please provide sufficient information for us to investigate, including:

- your name;
- contact details;
- relevant job or account information;
- the nature of your complaint; and
- any supporting information.

We will endeavour to resolve complaints directly.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

OAIC information is available at:

https://www.oaic.gov.au/

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30. Australian Privacy Principles

Where the Privacy Act 1988 (Cth) applies to Snake Catchers NSW, we will handle personal information in accordance with the Australian Privacy Principles.

These principles regulate matters including:

- open and transparent management of personal information;
- collection of personal information;
- use and disclosure;
- accuracy;
- security;
- access;
- correction; and
- certain overseas disclosures.

Nothing in this Privacy Policy is intended to exclude or limit rights that cannot lawfully be excluded under Australian law.

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31. Changes to this Privacy Policy

We may update this Privacy Policy from time to time.

Changes may be made to reflect:

- changes to our services;
- changes to our technology;
- changes to our business practices;
- new service providers;
- changes in applicable law; or
- improvements to our privacy practices.

When we make material changes, we may provide an appropriate notice through our website, application or other communication channel.

The updated Privacy Policy will be published on our website with a revised "Last updated" date.

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32. Contact us

If you have questions about this Privacy Policy, wish to request access to or correction of personal information, or wish to make a privacy complaint, please contact Snake Catchers NSW.

Snake Catchers NSW

Website:
https://snakecatchersnsw.com.au/

Privacy enquiries:
Info@SnakeCatchersNsw.com.au

Phone:
0428458856

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33. Acceptance

By using the Snake Catchers NSW website, application or services, you acknowledge that you have had the opportunity to review this Privacy Policy.

Where consent is required by law, we will seek consent in the manner required by applicable legislation.

Your use of the platform remains subject to any applicable Terms and Conditions, Service Terms and other policies published by Snake Catchers NSW.

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