MouldMen's Privacy Policy

Last updated: October 2026

Introduction

Welcome to MouldMen. Protecting your privacy is at the heart of what we do. We understand the importance of securing your personal information, and through this policy, we aim to express our strong commitment to safeguard your privacy while you're using our services.

Personal Information Collected

We collect various types of personal information to serve you better. This information can include, but is not limited to:

- **Full name:** To personalise our service and communications with you.
- **Contact details (phone number, email address):** So that we can reach out to you regarding our services.
- **Property address:** To understand the geographical context of the service required.
- **Payment Information:** To process transactions safely and securely.

Methods of Information Collection

We gather information through several secure channels, including:

- **Website forms:** When you fill out forms on our website with your details.
- **Email communications:** When you initiate contact with us via email.
- **Phone conversations:** Notes might be taken during phone calls to ensure we capture the specifics of your requests accurately.

Usage of Collected Information

We leverage your personal details to offer a range of services and uphold our commitment to providing exceptional customer service. The usage includes:

- **Service delivery:** Offering tailored services that meet your unique needs.
- **Feedback and reviews:** Inviting you to provide feedback or reviews to help us improve.
- **Legal Compliance:** Meeting legal and regulatory obligations as required.

Information Sharing

We value your privacy, hence we ensure that your information is shared only in limited circumstances, such as:

- **Subcontractors:** With vetted subcontractors who are integral to service delivery.
- **Legal Requirements:** In situations where we are legally obligated to disclose information.

Cookies and Tracking

Our website utilizes cookies to enhance your user experience, and to collect analytics data that helps us improve our service offerings. We want to clarify that:

- **User Consent:** We ask for your consent before enabling cookies.
- **No Personal Identification:** We do not use cookies to collect personal identification information without your knowledge.

Social Media Platforms

MouldMen uses an internal marketing tool, the MouldMen Marketing Hub, to publish content to MouldMen's own social media accounts and to measure how that content performs. The tool is used only by MouldMen staff, and only with accounts owned by MouldMen. It connects to platforms including YouTube, Instagram, Facebook, Threads, TikTok, LinkedIn and X through their official APIs.

- **What we access and store:** for each connected MouldMen account, the account's ID, name and profile picture; an access token (stored encrypted) that lets the tool post and read statistics on our behalf; and, for content we publish, the post ID, link, caption or description, and performance statistics such as views, likes and watch time.
- **How we use it:** only to publish content to our own accounts and to measure how it performs, so we can improve our content.
- **Sharing:** we do not sell or share platform data with third parties. It is stored with service providers that host our systems, solely to run the tool.
- **Deletion:** when an account is disconnected or its access is revoked, we delete its stored token and account data within 30 days. To request deletion of any data, contact us at mould@mouldmen.com or 1300 60 59 60.
- Each platform's own terms and privacy policy also apply to how it handles data.

YouTube: we use YouTube API Services. By using the tool, staff agree to be bound by the YouTube Terms of Service (https://www.youtube.com/t/terms), and the Google Privacy Policy applies (https://policies.google.com/privacy). Access can be revoked at any time at https://myaccount.google.com/permissions.

Data Security

We are committed to protecting your information through the following measures:

- **Secure Systems:** Utilizing secure systems and infrastructures to store your data.
- **Employee Training:** Regularly training our employees on best practices for handling personal information.

Data Retention

We hold onto your data only for as long as is necessary to fulfil the objectives highlighted in this policy, abiding by legal requirements. We are transparent about this process, and:

- **Deletion:** Offer the option for data deletion upon request, subject to legal constraints.
- **Review:** Regularly review our data retention policies to remain compliant with current laws.

Client Rights

As our client, you hold certain rights regarding your personal data, including the right to:

- **Access:** Request a copy of your personal data held by us.
- **Correction:** Ask for corrections to ensure the accuracy of your data.
- **Deletion:** Request data deletion, where applicable.

Changes to the Privacy Policy

We are constantly evolving, and so may this policy. We thus reserve the right to make changes as deemed necessary. We encourage:

- **Regular Checks:** Clients to regularly check this space for updates.
- **Feedback:** Clients to provide feedback on the policy to foster a collaborative environment.

Contact Information

We are here to address any concerns or queries you may have. Feel free to reach us at MouldMen on 1300 60 59 60 or via email at mould@mouldmen.com for any privacy-related questions or to exercise your privacy rights.