

# Privacy Policy

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Rossy Pest Services · Last updated: 15 October 2026

## About this policy

Rossy Pest Services ("we", "us", "our") respects your privacy. This policy explains how we collect, use, store and disclose your personal information when you visit our website, request a quote or use our pest control services.

We handle personal information in line with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs). By using our website or services, you agree to the handling of your information as set out in this policy.

Rossy Pest Services is a locally owned and operated pest control business servicing Melbourne, Geelong and Ballarat, Victoria.

## What information we collect

We only collect personal information that is reasonably necessary to provide our services. This may include:

- **Contact details** – your name, phone number, email address and property or business address.
- **Enquiry details** – the type of service you need (residential or commercial), the pests involved, how you found us, whether you have used us before, and any message you send.
- **Service records** – site access notes, inspection findings, treatments applied, products used, photos of the property and service history.
- **Billing information** – invoicing details and payment records. We do not store full credit card numbers on our website.
- **Website usage data** – your IP address, browser type, device, pages visited and time spent on the site, collected through cookies and similar technologies.

We do not knowingly collect sensitive information (such as health information) unless you choose to provide it and it is relevant to the service, for example a household member's sensitivity to certain treatments.

## How we collect it

We collect personal information directly from you when you:

- complete the Request a Quote form on our website
- call, email or message us, including through Facebook or Instagram
- book or receive a service, or sign a service agreement
- interact with our website

We may also receive your details from a third party, such as a property manager, real estate agent, landlord or employer who arranges a service on your behalf.

You can deal with us anonymously or under a pseudonym for general enquiries. However, we will need your name, contact details and address to quote for or carry out a service.

## How we use your information

We use your personal information to:

- respond to enquiries and prepare quotes
- schedule, carry out and follow up pest control services and maintenance programs
- keep service and treatment records, including those required under Victorian pest control licensing and workplace health and safety laws
- issue invoices and process payments
- send service reminders and important updates about your service
- improve our website, services and customer experience
- comply with our legal and regulatory obligations

With your consent, we may also send you occasional marketing, such as seasonal pest tips or offers. You can opt out at any time by using the unsubscribe link or contacting us.

## Who we share it with

We do not sell, rent or trade your personal information. We may disclose it to:

- our employees and technicians who need it to deliver your service
- contractors and service providers who support our business, such as IT, website hosting, accounting, scheduling and payment providers
- a property manager, landlord or employer where they arranged the service
- regulators, government authorities or law enforcement when required or authorised by law
- our professional advisers, such as accountants, lawyers and insurers

Anyone we share information with is expected to handle it in line with the Privacy Act.

## Cookies and analytics

Our website uses cookies – small files stored on your device – to make the site work and to understand how visitors use it. We may use tools such as Google Analytics to collect anonymous, aggregated information about website traffic.

We may also use advertising tools such as Google Ads and Meta (Facebook and Instagram) to measure how our ads perform and to show relevant ads to people who have visited our site. These providers may set their own cookies and handle data under their own privacy policies.

You can block or delete cookies through your browser settings. Some parts of the website may not work properly if you do. You can opt out of Google Analytics using the [Google Analytics Opt-out Browser Add-on](#) and manage Google ad settings at [Google My Ad Center](#).

## Third-party links

Our website contains links to other websites and social media pages, such as our Facebook and Instagram profiles. We are not responsible for the privacy practices of those sites. Please read their privacy policies before providing any information.

## Storage and security

We store personal information electronically and, in some cases, in paper records. We take reasonable steps to protect it from misuse, interference, loss, and unauthorised access, change or disclosure. These steps include secure systems, password protection and limiting access to staff who need it.

We keep personal information only for as long as we need it for the purposes in this policy or as required by law. Treatment records may be kept for a minimum period set by regulation. When information is no longer needed, we securely destroy or de-identify it.

No method of transmitting data over the internet is completely secure. While we work hard to protect your information, we cannot guarantee the security of information you send to us online.

## Overseas disclosure

Some of our service providers, such as email, cloud storage, analytics and advertising platforms, may store data on servers outside Australia, including in the United States. Where this happens, we take reasonable steps to ensure those providers handle your information in a way consistent with the Australian Privacy Principles.

## Accessing and correcting your information

You can ask to access the personal information we hold about you, or ask us to correct it if it is inaccurate, out of date or incomplete. Contact us using the details below. We will respond within a reasonable time, usually 30 days. We may need to verify your identity first.

In limited cases the law allows us to refuse access. If so, we will tell you why in writing.

## Complaints

If you think we have breached your privacy, please contact us first with details of your concern. We will investigate and respond in writing within 30 days.

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC) at [oaic.gov.au](http://oaic.gov.au) or on 1300 363 992.

## Contact us

For any privacy questions, requests or complaints, contact:

### Rosy Pest Services

Email: [service@rossypests.com.au](mailto:service@rossypests.com.au)

Phone: (03) 5213 0133 or 0411 198 319

## **Changes to this policy**

We may update this policy from time to time to reflect changes in our practices or the law. The latest version will always be published on this page, with the date it was last updated.