

# Privacy Policy – Makana Group Pty Ltd

Last updated: 15 Mar. 2026

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## 1. About Makana Group

Makana Group Pty Ltd is an Australian-based company that connects clients with qualified trades and service providers across Melbourne.

We are committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

## 2. What information we collect

We may collect the following personal information:

- Full name
- Phone number
- Email address
- Property/service address
- Service request details
- Business or ABN details (for contractors)
- Payment details (processed securely via third parties)
- Any additional information you provide via forms, calls, WhatsApp or social media

### **3. How we collect information**

We collect personal information through:

- Website forms (quote requests, contact forms)
- Phone calls, WhatsApp, or email communication
- Social media interactions
- Referrals and third-party platforms
- Service bookings and quotations

### **4. Why we collect your information**

We use your information to:

- Provide quotes and manage service requests
- Connect you with relevant trades or contractors
- Deliver and manage services
- Process payments
- Communicate updates and confirmations
- Improve our services and customer experience
- Send marketing offers (only where permitted)

## 5. Trades & Contractors

Makana Group acts as a service facilitator connecting clients with independent tradespeople.


By using our services, you acknowledge that:

- Contractors may receive relevant personal information necessary to complete the service
- Contractors operate as independent entities and may have their own privacy obligations
- Makana Group takes reasonable steps to work only with trusted professionals

## 6. Disclosure of information

We may disclose your personal information to:

- Trades and subcontractors
- Payment providers
- Software and CRM platforms
- Professional advisors (legal/accounting)
- Government or regulatory authorities (if required by law)

 We do not sell your personal data.

## 7. Overseas data storage

Some of our systems (e.g. cloud platforms, CRM, WhatsApp, Google services, social media) may store data outside Australia.

We take reasonable steps to ensure your information remains protected.

## **8. Data security**

We implement appropriate technical and organizational measures to protect your information from:

- Unauthorized access
- Misuse
- Loss or disclosure

However, no system is 100% secure, and we cannot guarantee absolute security.

## **9. Access & correction**

You may request:

- Access to your personal data
- Corrections to inaccurate or outdated information

Contact us anytime to update your details.

## **10. Cookies & website tracking**

Our website may use cookies and analytics tools to:

- Improve user experience
- Understand visitor behavior
- Optimize marketing performance

You can disable cookies via your browser settings.

## 11. Marketing communications

We may send occasional:

- Promotions
- Updates
- Service offers

You can unsubscribe at any time by clicking “unsubscribe” or contacting us directly.

## 12. Complaints

If you have concerns about your privacy, please contact us.

If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC).

## 13. Updates to this policy


We may update this Privacy Policy from time to time.

The latest version will always be available on our website.

## 14. Contact us

 Level 4, 152 Elizabeth St, Melbourne VIC 3000, Australia

 [Info@makanagroup.com.au](mailto:Info@makanagroup.com.au)

 +61 452 206 715

## Extended Footer Version

Makana Group Pty Ltd


Melbourne, Australia


Makana Group connects clients with independent trades and contractors.


All services are subject to availability and individual contractor terms.


We are committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth).

 [Privacy Policy](#)

 [Terms & Conditions](#)

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