

8C Relocation

Privacy Policy



Last updated: 4 August 2026

8C Relocation ("8C", "we", "us") is committed to protecting the privacy of individuals we deal with, including clients, prospective clients, and visitors to our website (www.8c-relocation.com). This Privacy Policy explains what personal information we collect, how we use it, who we share it with, and how you can access or correct your information.

We handle personal information in accordance with the Australian Privacy Principles (APPs) under the *Privacy Act 1988* (Australia), and take reasonable steps to protect the personal information of clients.

1. What Information We Collect

Depending on your engagement with us, we may collect:

- Contact details (name, phone, email, address);
- Household and family details (number of dependents, ages of children, relationship status);
- Relocation details (current location, destination, accommodation needs, arrival dates, reason for relocation, visa status);
- Employment details (employer name, contact, whether relocation is employer-funded);
- Health, accessibility or other personal circumstances you choose to share with us to help us tailor our support;
- Payment and billing details (due to international transfer requirements for most clients, payments to 8C are made via bank transfer);
- Website usage data collected automatically via cookies and analytics tools (see Section 6).

2. How We Collect Information

We collect personal information directly from you, including through our online 'contact us' form submitted through our website, Discovery Call, email and phone conversations. We may also receive information from third parties you've authorised to share it with us, such as an employer coordinating a corporate relocation.

3. How We Use Your Information

We use personal information to:

- Provide and tailor our relocation and resettlement services to your circumstances;
- Communicate with you about your engagement, including scheduling and invoicing;
- Connect you with relevant third parties (e.g. schools, community groups, migration agents) where you have asked us to;
- Meet our legal and regulatory obligations.

We do not use sensitive personal information (such as health information) for any purpose beyond what is necessary to deliver the specific service you've engaged us for, and only with your knowledge that you've shared it to support delivery of a service tailored to you and your needs.

4. Sharing Your Information

We may share your information with:

- Third-party service providers we engage to help deliver our services (e.g. removalists, schools, community organisations), but only where relevant to your engagement and with your consent;
- Your employer, where a corporate relocation is being coordinated and cost-covered by that employer;
- Our website hosting and technology providers (only relevant to the information collected via our website) (see Section 6);
- Government or regulatory bodies where required by law.

We do not sell personal information to third parties.

6. Our Website and Wix Hosting (overseas disclosure)

Our website is built and hosted using Wix.com ("Wix"). When you visit our website or submit a form through it, Wix may collect and process certain personal information on our behalf, acting as a data processor. Wix stores data in data centers located in the United States and Ireland, and may use its own group companies and sub-processors located in other countries as part of providing its hosting services. Where this occurs, we take reasonable steps to ensure your information continues to receive an appropriate standard of protection, consistent with our obligations under the Australian Privacy Principles.

Our website may also use cookies and similar tracking technologies (via Wix or connected analytics tools) to understand website usage. You can manage cookie preferences through your browser settings or any cookie consent tool displayed on our site.

While Wix provides tools to support privacy compliance, 8C remains responsible for how personal information collected through our website is used and protected.

7. Data Security

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure, including restricting access to personal information to staff who need it to perform their role.

8. Access and Correction

You may request access to the personal information we hold about you, or ask us to correct it, by contacting us at 8c.relocation@gmail.com. We will respond to such requests within a reasonable timeframe, generally within 14 days.

9. Retention

We retain personal information for as long as necessary to provide our services and to meet our legal, accounting or reporting obligations, after which it is securely deleted or de-identified.

10. Complaints

If you believe we have mishandled your personal information, please contact us at 8c.relocation@gmail.com.

11. Changes to This Policy

We may update this Privacy Policy from time to time. The most current version will always be available on our website.

12. Contact Us

For any questions about this Privacy Policy or how we handle your personal information, contact us at 8c.relocation@gmail.com or +61 0412 034 406.