

# Privacy Policy

Nuvra Systems is a sole trader business operating in Australia. We comply with the Australian Privacy Principles under the Privacy Act 1988 (Cth).

## Information We Collect

We may collect personal information including name, email address, phone number, business details, booking information, communication records, and website usage data.

## Payments

Payments are processed securely through Stripe. We do not store credit card details.

## How We Use Information

Information is used to provide CRM systems, SaaS subscriptions, automation services, SMS/email campaigns, booking systems, invoicing, website and funnel builds, AI chat systems, reputation management, and related business services.

## Marketing & Communications

By providing contact details, you consent to receiving service-related communications and relevant marketing where applicable. This may include SMS and email messages. You may opt out at any time by replying STOP to any SMS or by contacting us directly. All communications comply with the Spam Act 2003 (Cth).

## Cookies & Tracking

Our website and services may use cookies, tracking pixels, chat widgets, and analytics tools (including Google Analytics) to improve user experience and measure performance. By using our website, you consent to the use of these technologies.

## Third-Party Services

We use trusted third-party providers including Stripe, hosting platforms, CRM systems, analytics tools, and communication services to deliver our services.

## Data Retention & Deletion

We retain personal information for as long as necessary to provide our services or as required by law. You may request access to, correction of, or deletion of your personal information at any time by contacting us. We will respond to such requests in accordance with the Australian Privacy Principles (APP 11 & 12).

## Data Security

We take reasonable steps to protect personal information. However, no method of transmission over the internet can be guaranteed completely secure.

## AI & Automation Disclaimer

Where automation or AI systems are implemented, these rely on third-party technologies and programmed logic. We do not guarantee uninterrupted performance or specific outcomes.

## Contact

For privacy enquiries, please contact:

**info@nuvrasystems.com.au**

*Last updated: April 2026*