

Lifted Hire

Privacy Policy

Last updated: June 2026

Lifted Hire ("we", "us", "our") refers to Lifted Hire Pty Ltd, the entity operating this business.

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Lifted Hire Pty Ltd ("we", "our", "us") is committed to protecting your privacy and handling your personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth). This Privacy Policy applies to information collected through our website (www.liftedhire.com.au), by phone, email, or in connection with equipment hire bookings.

1. Information We Collect

We may collect the following personal information:

- Name, email address, phone number, and contact details.
- Business name and ABN for commercial hire accounts.
- High Risk Work Licence details for EWP operator verification (where applicable).
- Billing and payment information.
- Booking and hire history.
- Enquiries, feedback, and correspondence.
- Website usage data including IP address and browsing behaviour (via cookies and analytics).

2. How We Collect Information

- Directly from you when you make a booking, enquiry, or provide information for operator verification.
- Automatically via cookies and analytics tools when you use our website.
- From third parties such as payment processors where necessary.

3. How We Use Your Information

- Process and manage equipment hire bookings.
- Verify operator competency and, where applicable, licences.
- Issue invoices and process payments.
- Communicate with you about your bookings and any equipment issues.
- Send marketing communications with your consent. All marketing includes an opt-out option.
- Maintain hire and incident records as required by law.
- Comply with WHS and other legal obligations.

4. Operator Competency Verification

Lifted Hire collects information to confirm that operators are competent to use the hired equipment. For boom-type elevated work platforms, this may include a copy of the operator's High Risk Work Licence (EWP). For scissor lifts, this involves confirmation that the operator has received an operational briefing. This information is collected for compliance purposes, stored securely, and not disclosed to third parties except as required by law or a WHS regulator.

5. Disclosure of Your Information

- Contractors and service providers who assist with equipment servicing and delivery.
- Payment processors and accounting software providers.
- Legal, regulatory, and WHS authorities as required by law.
- Other third parties with your consent.

6. Data Security

We implement reasonable security measures to protect your personal information from unauthorised access, modification, or disclosure. No system is 100% secure.

7. Retention

We retain personal information for a minimum of 7 years where required by law (including for WHS incident records and tax purposes), and otherwise delete or de-identify information when no longer needed.

8. Access and Correction

You may request access to or correction of your personal information by contacting us at info@liftedhire.com.au. We will respond within a reasonable timeframe.

9. Your Rights and Complaints

If you believe we have mishandled your personal information, contact us at info@liftedhire.com.au. If unsatisfied with our response, contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

10. Changes to This Policy

We may update this Privacy Policy periodically. Changes will be posted on our website with a revised effective date.

11. Contact Us

Lifted Hire

Email: info@liftedhire.com.au

Phone: [Phone Number]

Address: Boat Works, Coomera, Queensland 4209, Australia

Website: www.liftedhire.com.au