

Privacy Policy

Your privacy matters to us.

At Utility Hub, we're committed to protecting your personal information. This Privacy Policy explains how we collect, use, store and protect your details, and your rights around how that information is handled.

By using our website and services, you agree to the terms outlined in this policy.

What We Collect

We may collect personal information such as:

- Your name and contact details (e.g. phone number, email, address)
- Service details relevant to comparisons or connections (e.g. energy provider, usage data)
- Identification details when required for applications (e.g. for a loan or insurance quote)
- Information about how you use our site — like your IP address, device type, and pages visited

We collect this information to provide services to you, improve our offerings, and meet legal obligations.

How We Use Your Information

- We use your information to:
- Compare and connect you with relevant service providers
- Process applications (e.g. for electricity, internet, loans, insurance)
- Provide customer service and respond to enquiries
- Send you updates, reminders, or promotional offers (if you opt in)
- Meet regulatory and reporting requirements

We don't sell your information. Ever.

Sharing Your Information

We may share your information with:

- Service providers you choose to connect with through our site
- Trusted partners who assist with delivering our services (e.g. lenders, brokers, installation teams)
- Regulatory bodies if legally required

All third-party partners are expected to maintain strict confidentiality and data protection standards.

Cookies and tracking

We use cookies to improve your experience — including remembering preferences, tracking performance, and tailoring content. You can adjust your browser settings to block or delete cookies if preferred.

Storage and security

We take security seriously. Your data is stored securely in Australia and overseas (where needed) with safeguards in place to prevent unauthorised access, loss or misuse.

Your rights

You can:

- Request access to the personal information we hold about you
- Ask for corrections to inaccurate or outdated data
- Withdraw consent to marketing communications at any time

To make a request, email us at **info@utilityhub.com.au**.

Changes to this Policy

We may update this policy from time to time to reflect changes in our services or legal requirements. The latest version will always be available on our website.

Contact Us

Have questions or concerns about your privacy?

Contact our team at:

info@utilityhub.com.au