JOBRIPPLE

Privacy Policy

Copywriting & Content Creation · Australia

Effective date: 1 November 2026

JobRipple respects your privacy and is committed to handling personal information responsibly. This Privacy Policy explains how JobRipple collects, uses, stores, protects and discloses personal information when you visit our website, submit an enquiry, engage our services or communicate with us.

JobRipple provides professional copywriting and content creation services, specialising in construction and trade businesses across Australia. We aim to handle personal information in accordance with applicable Australian privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles, where they apply to our business.

1. Information We Collect

Depending on how you interact with us, we may collect your name, business name, email address, telephone number, business address or location, and position or job title.

We may also collect business and project information, including company background, services offered, business objectives, marketing requirements, project descriptions, case studies, capability information, website and social media details, project briefs, photographs and supporting documents.

Enquiry and communication information may include details submitted through website forms, emails, telephone calls, consultations, questionnaires, feedback and project approvals.

When you visit our website, technical information may be collected, including IP address, browser and device information, pages visited, dates and times of access, and website usage information collected through analytics and similar technologies.

2. How We Collect Information

We may collect information directly from you, through website enquiry forms, email, telephone calls, consultations, client questionnaires, project briefs, social media interactions, business networking and referrals.

Our website enquiries may be sent to our business email address and processed through a website form service. The form provider and hosting arrangements are managed through the services JobRipple uses to operate the website.

We may also receive information from third parties where you have authorised them to provide it or where collection is otherwise permitted by law.

3. Why We Collect and Use Information

We collect and use personal information to respond to enquiries, prepare proposals and quotations, provide copywriting and content creation services, understand client requirements, communicate about projects, manage payments and accounts, provide customer support, improve our website and services, send occasional business updates where permitted, meet legal obligations, and protect our business against fraud, misuse and security risks.

We will not knowingly use personal information for an unrelated purpose unless permitted by law or with appropriate consent.

4. Website Enquiries and Contact Forms

When you submit an enquiry, we use the information you provide to respond to your request and, where relevant, discuss or provide our services.

Enquiry information may be delivered to our business email and handled by the website form service and hosting provider used to operate the website. Those providers may process information on our behalf to deliver their services.

Submitting an enquiry does not automatically create a client relationship. Please avoid including sensitive personal information or highly confidential business information in a general enquiry form unless it is necessary and you are comfortable providing it.

5. Cookies, Google Analytics and Website Measurement

Our website uses Google Analytics to help us understand how visitors find and use the website. Analytics may collect information such as pages viewed, approximate location derived from technical information, device and browser details, referral sources, interactions and time spent on pages. The information collected depends on the Google Analytics configuration and consent or browser settings.

Our website may also use cookies or similar technologies to support website functionality, remember preferences, measure website traffic and improve the visitor experience.

You can manage cookies through your browser settings. Where required by law, we will seek consent before using non-essential cookies or similar tracking technologies. Disabling cookies may affect some website functions.

Google may process information in accordance with its own privacy terms. For more information, visit Google's Privacy Policy.

6. Marketing Communications

JobRipple may occasionally send business updates, service information, industry-related content or promotional communications to people who have made an enquiry, engaged our services or otherwise agreed to receive them, where permitted by law.

You can opt out at any time by using the unsubscribe link in a marketing email, where available, or by contacting us and asking to be removed from our marketing list.

Opting out of marketing will not stop us from sending essential communications about an existing project, service agreement, invoice or other business transaction.

7. Disclosure to Service Providers and Other Parties

JobRipple does not sell personal information.

We may disclose information to service providers who help us operate our business and deliver services, including website hosting and form providers, email and communication providers, Google Analytics, cloud storage and document management providers, accounting and invoicing services, payment processors, and professional advisers such as accountants and lawyers.

We may also disclose information to government agencies, regulators or law enforcement authorities where required or authorised by law.

We take reasonable steps to ensure service providers handle information appropriately and only access information needed to perform their services. We do not knowingly disclose personal information to unrelated third parties for their own marketing purposes without appropriate consent or another lawful basis.

8. Cloud Storage and Overseas Disclosure

JobRipple stores client documents and business records using cloud storage. This may include enquiry records, project briefs, drafts, approved content, correspondence and supporting documents.

Cloud service providers may store or process information on servers located in Australia or overseas. The countries involved depend on the provider, account configuration and services used.

Where personal information is disclosed overseas, JobRipple will take steps required by applicable Australian privacy law, including reasonable steps to ensure appropriate handling where required. We will review the privacy and security practices of the providers we use.

9. Security of Personal Information

JobRipple takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Measures may include password protection, access restrictions, secure cloud storage, software updates and backups.

No method of electronic storage or transmission is completely secure. If a data breach occurs, we will assess the incident and take action required by applicable law, including the Notifiable Data Breaches scheme where it applies.

10. Retention and Disposal

We retain personal information for as long as reasonably necessary for the purposes for which it was collected, including service delivery, business administration, legal compliance and dispute resolution.

We may retain information for longer where required by law or where necessary to establish, exercise or defend legal claims. When information is no longer required, we will take reasonable steps to securely destroy or de-identify it.

11. Access and Correction

You may request access to personal information JobRipple holds about you and ask us to correct information that is inaccurate, incomplete, out of date or misleading.

Please contact us using the details below. We will respond within a reasonable period and handle your request in accordance with applicable privacy laws. In some circumstances, access may be refused where permitted by law; if so, we will explain the reasons where legally required.

12. Third-Party Websites and Social Media

Our website may link to external websites, social media platforms or other third-party services. These services operate independently and have their own privacy policies and terms. JobRipple is not responsible for their privacy practices, security or content. We encourage you to review their policies before providing personal information.

13. Children's Privacy

Our website and services are primarily intended for businesses, business owners, contractors and professionals. The website is not designed to knowingly collect personal information from children. If we become aware that information has been collected in circumstances where it should not have been, we will take appropriate steps in accordance with applicable law.

14. Privacy Complaints

If you believe JobRipple has mishandled your personal information, please contact us with a description of your concern and the outcome you are seeking. We will review the complaint and respond within a reasonable timeframe.

If you are not satisfied with our response, you may be able to complain to the Office of the Australian Information Commissioner (OAIC). Visit www.oaic.gov.au for information about making a complaint.

15. Changes to This Policy

We may update this Privacy Policy to reflect changes to our business, website technology, service providers or legal obligations. The updated version will be published on this page with a revised effective date. We encourage you to review this page periodically.

16. Contact JobRipple

JobRipple – Copywriting & Content Creation
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