PIANO HIRE AUSTRALIA

Privacy Policy

2026 edition - website analytics update, 19 October 2026

1. Introduction

Piano Hire Australia respects your privacy and is committed to protecting your Personal Information.

We handle Personal Information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. What Information We Collect

We may collect Personal Information including your name, contact details, booking details and payment information.

We use PostHog to understand public website visits, page use, traffic-source categories, public interactions and successful enquiry or checkout-start events. When you submit an enquiry or complete a booking, we may link your visits and conversion events to a customer profile using your submitted name, email address and phone number.

3. How We Collect Information

Personal Information is collected when you submit an enquiry, make a booking or communicate with us.

Information may also be collected automatically through cookies and analytics technologies.

4. How We Use Your Information

We use your Personal Information to provide our Services, process bookings and payments, and communicate with you.

We may also use your information to improve our website and customer experience.

5. Disclosure of Personal Information

We may disclose Personal Information to trusted third parties including Stripe, delivery providers and IT service providers.

We do not sell or rent your Personal Information.

6. Data Security

We take reasonable steps to protect Personal Information from misuse, loss or unauthorised access.

7. Access and Correction

You may request access to or correction of your Personal Information by contacting us.

8. Cookies and Analytics

Website analytics starts automatically on the public website. PostHog uses cookies and browser storage to distinguish visits. You can turn website analytics off using the control on our online Privacy Policy page; this does not prevent enquiries or bookings.

The control stops future public browsing capture and analytics on new enquiries submitted from this browser. Outcomes of enquiries already accepted may still be reported when their bookings are confirmed. Your preference is remembered until you change it or clear this browser's storage. Browser controls and content blockers may also restrict analytics. Essential booking draft storage is separate.

9. Analytics and Session Recording

PostHog processes website analytics using its United States cloud service, with CleverOps assisting Piano Hire Australia. Stored IP addresses are disabled in our project settings. Customer profiles help us view related visits, enquiries and confirmed bookings together.

Session recordings help us understand public website navigation. Private booking, quote, payment-return and staff pages are excluded. Booking dialogs and contact forms, including their review, success and error details, are blocked from recordings. We do not send free-text enquiry messages, uploaded documents, delivery addresses, private quote links, payment links or card details as analytics properties. Submitted name, email address and phone number may be used for the conversion profile described above.

Session recordings are retained for 30 days under the configured project policy. Other analytics records are retained according to the provider settings and our operational needs. Contact us for the current settings or to request access, correction or deletion.

A phone-link click is not a completed call, a checkout start is not a payment, and an accepted enquiry does not establish a confirmed booking. This website analytics setup does not record phone audio.

10. Complaints

If you have a complaint about how we handle Personal Information, please contact us.

If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC).

11. Contact Details

For any enquiries or requests, please contact:

Piano Hire Australia
Email: contact@pianohireaustralia.com.au