Privacy Policy

Tucker Environmental Pty Ltd | ABN 90 624 371 660
Last updated: 14 November 2026

Tucker Environmental Pty Ltd (ABN 90 624 371 660) handles personal information when you visit our website, contact us, book a call, enquire about environmental credits or work with us. This policy explains what we collect, how we use it and how to contact us about your information.

What we collect and why

When you contact us or book a call, we collect the details you provide, such as your name, email address, phone number and organisation. For a project or credit enquiry, you may also share property or project details, the type and quantity of credits you are looking to buy or sell, and related documents or correspondence.

We use this information to respond to you, arrange calls, assess your request, prepare proposals and deliver agreed services. Where relevant, we may also collect information from your organisation, authorised representatives, project partners or public registers. If you leave out information needed to handle your request, we may be unable to respond fully or arrange a booking.

If you sign up for email updates, we use your email address to send the updates you requested. You can unsubscribe using the link in a marketing email or by contacting us. Please contact us before sending sensitive or confidential documents so we can arrange a suitable way to receive them.

Website analytics, cookies and embedded services

Our website and its service providers may process technical information such as your IP address, browser type, pages visited and time of access to operate, secure and troubleshoot the site.

We use WPMU DEV Analytics to understand how visitors find and use the site. It uses cookies, including cookies beginning `_pk_id` and `_pk_ses`, to measure visits and browsing activity. You can block or delete cookies in your browser settings. Some website features may work differently if you block them.

We use Zoho Bigin for contact and credit enquiry forms and scoping call bookings. The homepage displays a Trustindex badge for Google reviews, and the blog hub uses ProFeed to display our LinkedIn posts. When these services load, the providers involved may receive technical information from your browser. If you visit an external website, its own privacy policy applies to your use of that site.

Who we share information with

We may share relevant information with staff and contractors working on your enquiry or engagement and with providers that support our website, security, analytics, email, bookings, forms and customer records. Where relevant to the work, we may also share information with authorised representatives, specialist advisers, project partners, credit transaction counterparties or regulators. We may disclose information where required or permitted by law.

Some providers may process or access personal information outside Australia, including when they provide cloud services or technical support. The location depends on the provider and the service. You can contact us about the arrangements relevant to your information.

Storage and retention

We hold information in business systems such as email, booking and customer records, and project files. We take reasonable steps to protect it from loss, misuse and unauthorised access, alteration or disclosure. We keep it for as long as reasonably needed for the purposes described in this policy and for applicable legal, contractual or record-keeping obligations. When we no longer need it, we take reasonable steps to delete or de-identify it, subject to any obligation to retain it.

Access, correction and complaints

To request access to or correction of your personal information, or to make a privacy complaint, email brad@tuckerenviron.com.au with the subject **Privacy enquiry**. We may ask you to verify your identity before releasing or changing records.

We will review any complaint and respond within a reasonable time. If the issue remains unresolved and falls within the jurisdiction of the Office of the Australian Information Commissioner, you can contact the OAIC.

The current version of this policy is available on this page.