

Privacy Policy

This Privacy Policy explains how TruVital Digital handles personal information in line with the Australian Privacy Principles. It is written in plain English for clarity.

1. Who we are

TruVital Digital provides a voice receptionist service for Australian small businesses and tradies. Our voice reception AI automation systems answer calls, capture enquiry details, and send you summaries.

2. The information we collect

Operational information: caller number, time, duration, suburb, and enquiry details.

Account and contact information: your business name, contact details, and preferences.

Note on call purpose: The voice receptionist is used primarily for business calls. If a personal call comes in, we will take a message and forward it to you as well.

3. How we use information

We use information to deliver the Services, send SMS summaries, improve reliability, and provide support. We do not use your call data to train or improve automated systems unless you explicitly opt in. You can opt out at any time.

4. Transcripts and summaries

For each call we send an SMS summary that includes the caller's name, job location, and job details, and we can also push this summary into your job tracker if enabled. If you want the greeting changed or are not 100 percent happy with how your voice receptionist handled a query, email support@truvitaldigital.com and we will update it.

5. Integrations with job tracking systems

On customer request, we can push call data into supported job tracking platforms such as ServiceM8, Tradify, and Fergus through secure integrations. You are responsible for creating, paying for, configuring, and managing your own third party accounts.

6. Payments and subscription management

We do not collect or store your payment information. All payments are securely handled by Stripe. You manage your subscription and payment details through the Stripe Customer Portal link at the bottom of our website, where you can update payment methods or cancel your subscription at any time.

7. Cookies and analytics

Our site uses cookies and analytics tools to understand usage and improve the site. You can control cookies in your browser. Some features may not work without them.

8. Data security and breaches

We apply reasonable technical and organisational measures such as encryption in transit where appropriate, access controls, and audit trails. If a data breach is likely to cause serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) in line with the Notifiable Data Breaches scheme.

9. Your choices about your data

Pause: We can pause your account and hold your trained voice receptionist so it is ready to go again later.

Close: You can close your account completely. When you do, we will delete all information associated with your voice receptionist.

Payment information: We do not hold any payment information. That is managed 100 percent through your own login with Stripe.

10. Updates

We may update this Policy over time. We will post the latest version on our website with the effective date.

11. Contact

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