



## Anti-Spam Policy

**Last Updated:** 27 December 2025

**TRUTH HUBS LTD (ABN: 88 687 699 627)** (referred to as "we," "us," or "our") is committed to compliance with the **Spam Act 2003 (Cth)** and the **Spam Regulations 2021**. This policy outlines how we manage commercial electronic messages and ensures our users and customers are protected from unsolicited communications.

### 1. What is Spam?

Under Australian law, "spam" refers to unsolicited commercial electronic messages sent via email, SMS, MMS, or instant messaging. For a message to be considered "commercial," it must offer, advertise, or promote goods, services, land, or business/investment opportunities.

### 2. Our Commitment

**TRUTH HUBS LTD** will not send you any commercial electronic messages unless we have your **consent**. We follow a strict three-pillar approach to compliance as mandated by the Australian Communications and Media Authority (ACMA):

- **Consent:** We only send marketing messages if you have given us **Express Consent** (e.g., ticking an opt-in box on our website) or if consent can be **Inferred** (e.g., through an existing business relationship).
- **Identify:** Every commercial message we send will clearly and accurately identify **TRUTH HUBS LTD** as the sender and provide our contact details.
- **Unsubscribe:** Every commercial message will contain a functional, easy-to-use unsubscribe facility.

### 3. Consent Management

- **Express Consent:** When you sign up for our services or newsletters, you provide express consent to receive marketing. We maintain a secure record of this consent.
- **Inferred Consent:** We may send you messages related to services or hubs similar to those you have previously engaged with, provided there is a current and relevant relationship.



- **Withdrawal of Consent:** You may withdraw your consent at any time using the "Unsubscribe" link in our emails or by following the "STOP" instructions in our SMS messages.

#### 4. Unsubscribe Requests

We honor all unsubscribe requests promptly. Under the Spam Act, we are required to action your request within **5 business days**. We aim to process these requests immediately through our automated systems.

Our unsubscribe facility will:

- Be clear and easy to find.
- Remain functional for at least 30 days after the message is sent.
- Not require you to pay a fee or log into an account to complete the request.

#### 5. Prohibited Activities

**TRUTH HUBS LTD** strictly prohibits and does not engage in:

- The use of **address-harvesting software** to find or generate email addresses.
- The use of lists generated by address-harvesting software or third-party "scraped" lists.
- Sending messages with deceptive or misleading subject lines.

#### 6. Exemptions

Certain messages are exempt from some requirements of the Spam Act. These include **purely factual messages** (e.g., a service update, a receipt, or a notification regarding a registration). While these messages may not require an unsubscribe link, we will still identify ourselves as the sender.

#### 7. Contact Us / Complaints

If you believe you have received an unsolicited message from us in error, or if you have any questions regarding this policy, please contact us:

**TRUTH HUBS LTD ABN:** 88 687 699 627

**Email:** info@truthhubs.live



**Address:** Kununurra, WA 6743, Australia