

Abuse Reporting

How to report spam, phishing, malware or attacks coming from a PriceHQ service.

Policies Version 1.0 Effective 20 October 2026 Last updated 20 October 2026

In short

- Email hello@pricehq.tech with "Abuse" in the subject and include evidence.
- We investigate every report and act quickly on serious harm.
- For illegal content involving children, also report to the eSafety Commissioner or the police.

This summary helps you find your way. The full text below is what applies.

If something on a PriceHQ service is causing harm, please tell us.

1. How to report

- 1.1 Email hello@pricehq.tech with "**Abuse**" in the subject.
- 1.2 Include what's happening and evidence such as:
 - a. the web address, IP address or email address involved;
 - b. full email headers for spam or phishing;
 - c. log lines with dates, times and time zones for attacks; and
 - d. screenshots where helpful.
- 1.3 We may share your report with our customer so they can fix the problem. Tell us if you'd like your name and contact details kept private.

2. What we do

- 2.1 We acknowledge reports within 1 business day and investigate them against our Acceptable Use Policy.
- 2.2 For serious harm, such as active phishing, malware or attacks, we act straight away, which may mean suspending the service.
- 2.3 For other problems, we ask our customer to fix them by a deadline and follow up.

- 2.4 We may not be able to tell you exactly what action we took, because of our customers' privacy.

3. Illegal content

- 3.1 Child sexual abuse material, terrorist content and other seriously harmful content is removed immediately and reported to the authorities.
- 3.2 You can also report it directly to the eSafety Commissioner (<https://www.esafety.gov.au/report>) or, if someone is in danger, to the police.

4. Other reports

- 4.1 Copyright or trademark complaints: see our Copyright and Content Complaints.
- 4.2 Security vulnerabilities in our own systems: see our Security and Responsible Disclosure.

Version history

VERSION	DATE	WHAT CHANGED
1.0	20 October 2026	First published.

Questions about this document? Email hello@pricehq.tech. PriceHQ, Australia.