

What's changing in our Trial Terms of Service

We're updating our SmartyGrants Trial Terms of Service, effective 1 July 2026. These are the terms that apply when you sign up for a SmartyGrants trial account. Here's a plain-English summary of what's changed and why. The Trial Terms of Use are available at <https://www.smartygrants.com/policies#smartyGrants-trial-terms-of-service>

1 Longer support hours during your trial

Email and phone support during your trial is now explicitly available from 8:00am to 6:00pm AEST/AEDT, extended from the previous 9:00am to 5:00pm.

2 Clearer data deletion timeline

If you decide not to continue with SmartyGrants after your trial, we'll now give you a clear timeline for what happens to your data: it will be deleted within 35 days of your trial ending, with backups retained for a further 35 days before permanent deletion. If you'd like your data deleted sooner, you can ask us directly.

3 For evaluators outside Australia and New Zealand

If you're evaluating SmartyGrants from outside Australia or New Zealand, these Terms now point you directly to our UK SmartyGrants Trial Terms of Service, so you're signing up under the right terms for your region.

4 Updated data breach commitments

We've strengthened our commitments if we ever become aware of a data breach affecting your trial account, including clearer detail on what we'll tell you and when, consistent with the updated approach across our other policies.

This summary is a plain-English guide to the changes. The Trial Terms of Service themselves are the authoritative document. If you have questions, contact us at service@smartygrants.com.au.