

Services Overview



About Internet Removals

With a history dating back to 2011, Internet Removals is the longest operating content removal agency in Australia. Since inception, the business has received recognition from the likes of GoDaddy, Channel 9 (Sixty Minutes), Channel 10 (The Project), ABC TV, ABC Radio, Triple J (Hack program), ABC Podcasts, News.com.au and various local radio programs.

Internet Removals has serviced over 51 countries and has offices in Australia, the USA, the UK, Malaysia, Singapore and Indonesia. Our unique reach and diverse group of staff enables our team to assist with any problem, in any language, with the utmost cultural sensitivity and respect.

Internet Removals is proud to promote a culturally diverse team of individuals who are both passionate about assisting clients with a wide range of issues and who are highly trained in the art of content removal and reputation management.



About YOU!

Whether you are an individual or business, whether your business is a small local café or a large corporation, whether it has two staff members or two hundred, and whether your business has one location or several, your friends, employees and customers are talking about you or your business online.

In the world we live in today, information can rapidly be disseminated and thoughts about you or your business can become viral. These thoughts and commentary from your colleagues or customers have serious potential to either create or destroy your reputation within minutes.

Having a strong online reputation has a serious impact on the bottom line of your employment or business opportunities.



AS SEEN ON

ABC

60
MINUTES



THE
Sun



We have also....

Removed over

459,231 URLs

(as of Jan 2021).



Services



Content Removal Applications

Our Content Removal Application process has successfully removed all types of content on over 459,231 occasions. We provide our clients with this service whereby we draft, submit and manage applications for the removal of potentially illegal content from the internet.

Content Examples: Negative Reviews, Revenge Porn, Doxing, Film Piracy, Counterfeiting, Unauthorised Social Media Pages, Impersonation, Spam Reviews.

Platform Examples: Google (Search), Google (Reviews), Facebook, Instagram, YouTube, Ripoff Report.

We work with individuals and businesses and we service all industries.



Case Study

A sculptor and artist engaged Internet Removals to assist with the removal of unauthorised websites purporting to sell his works. There were 113 URLs across two different websites.

Within 30 days, Internet Removals had removed 97 URLs from the website directly, preventing any person from further accessing the fraudulent advertisements.

The remaining 16 URLs were referred to litigation for resolution.



Feedback Widget

Here's how it works:

1. You send your customer a text or email asking to leave you a review.
2. They are then prompted to rate you out of 5 stars.
3. If they rate you negatively (1-3 stars) then they are asked to leave their feedback, however, it is kept private and emailed to you. This enables you to ensure your customers complaints are handled, before the matters goes beyond reproach.
4. If they rate you positively (4-5 stars) then they are directed straight to Google and it allows them to publish that positive review live, all with a click of a button.

This can also be set up in your email signature or on your website, increasing the number of reviews you can get dramatically. The net effect of this is that any new negative reviews are dampened, as they have less overall effect on your total star rating.

See: <https://enquire.internetremovals.com.au/feedback-widget>.



Content Monitoring

We understand that both private citizens and corporate clients want to know what is being said about them online, where it has been said and by who. Unfortunately, this is a resource intensive process when done manually and even with help from tools like Google Alerts, you really can't get the full picture.

Thankfully, we developed a highly accurate and sophisticated content monitoring system that identifies and alerts clients to digital mentions as and when they occur.

Our system caters to all, be it a private citizen concerned about their image, an influencer, celebrity or sporting star, a small business or a large multinational.



Review Management

As specialists in the field of online reputation management, Internet Removals can efficiently and cost-effectively take over all of your review management needs, providing replies to customers across all known platforms and reporting back to the business with:

1. General advice & recommendation;
2. Risk identification & prevention strategies;
3. Recommended escalations to customer service; and
4. All other identifiable information that may be useful to the business for the purposes of internal improvement.

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Reputation Management

Reputation Management

At Internet Removals, we have invested over 7 years into creating and refining a process for managing the reputation of our clients. Our reputation management services include:

Digital Footprint Analysis

We have a team of dedicated reputation analysts who are experts at analysing a digital footprint from the perspective of key stakeholders, searching for any content that may be of concern or risk. Once engaged, our team go to work attempting to find and record any content that may give rise to concern. Upon conclusion, our team finalise a report and provide recommendations as to ways to clean up, fix or reduce online risks associated with your digital footprint.

Crisis Management

Unfortunately, disruptive and unexpected events occur in life; most of which we are totally under prepared to handle. At Internet Removals, we specialise in assisting our clients to manage internal and external times of crisis to ensure minimum escalation to online risk or concern.

Whether it's a theme park nightmare or your ex has posted your sensitive images the day before an important job interview, we're here to help get you through.





Client Testimonials





Thank you for making the market a bit more fair and equitable.

But the proof, as they say, is in the pudding. Success.

- Ian Comyns, Exchange Property Sales

team@internetremovals.com.au



They were professional, prompt, honest and.. I could trust them.

In only a short period of time, the negative comment was removed.

- Greg Konig, Civic Steel Homes

team@internetremovals.com.au



We will forever be grateful for all they have been able to achieve.

We have no hesitation in recommending IR.

- Heather Hayes, VHHS

team@internetremovals.com.au



.. the expertise at Internet Removals is truly unsurpassed.

I am happy to endorse and support Internet Removals.

- Joseph Frangieh

team@internetremovals.com.au



We really appreciate all of the very good work that you do.

I would recommend this company to everyone..

- Stewart Hudson

team@internetremovals.com.au



I commend you for the amazing service you have provided to me.

From the outset, you allayed all my fears.

- Harry Michaels, OAM

team@internetremovals.com.au



Let's discuss your project.

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The logo for Internet Removals features the word "internet" in a white, lowercase, sans-serif font. Above the letter "i" is a small icon consisting of a yellow square and a white square. Below "internet" is the word "REMOVALS" in a smaller, yellow, uppercase, sans-serif font.

