

PRIVACY POLICY

Professional Plumbing Contractors is committed to providing quality services to you and this Privacy Policy outlines our ongoing obligations to you in respect of how we manage your personal information.

All personal information of our websites visitors and customers are strictly handled in accordance with our Privacy Policy and consistent with *Privacy and Data Protection Act 2014* (Vic) and the *Privacy Act 1988* (Cth).

This Privacy Policy applies to information collected through our websites, when you submit a form to us and when you give us a call.

We may update this Privacy Policy from time to time. Any changes to this Privacy Policy will be published on our websites.

How do we collect your personal information

We may collect and store personal information about you when you visit our websites or use our services. This personal information may include your name, email address, phone number, postal address, and other information you voluntarily provide to us.

We find using electronic communication, such as email or SMS, a convenient way to communicate with you and to verify your details.

However, we will never ask you for your security details via email or other electronic communication – if you are ever unsure, just contact us using the contact details set out on our websites.

Our Website

We care about the privacy and safety of visitors to our website:
<https://professionalplumbingcontractors.com.au/>

We do not collect personal information about you when you visit our websites unless you choose to provide this information to us. However, certain information about site visitors is automatically collected and stored.

Our websites contain forms through which website visitors may use to contact us.

In some cases, telephone numbers or return email addresses are required so that we can respond to your enquiry.

Cookies - Web log files

In common with most websites, our websites automatically logs certain information about every request sent to it.

This information may include your IP address, browser type, device type, operating system, and other technical details.

This information is used for system administration and for producing usage statistics.

Logged information is not passed to any third party except if required by law.

If you do not want logged information placed on your computer, you can disable them using your web browser, however you will need to customise each web browser you use to opt-out.

How we use your personal information

In providing us your personal information you agree that we may use any personal data of yours that you provide to us.

However, we promise to you that we will abide by the following principles in dealing with your personal data:

1. We will only collect and use your information to administer, support, improve and obtain feedback on the services that we provide;
2. We may also use this information to assess what services may be of interest to you and to personalise our service and marketing;
3. We may also contact you to obtain feedback on services and any improvements we can make to them;
4. You have the right to ask us at any time not to contact you by way of direct marketing;
5. We will not disclose your personal data to any other organisations without your permission, except to comply with our legal obligations;
6. If you provide personally identifiable information, you will have an opportunity, at the time we collect your information, to limit e-mail communications; and,
7. You can request at any time that we not send future e-mails to you either by unsubscribing from the communication or by contacting us.

Our data processors are obliged to respect the confidentiality of any personal and/or sensitive information held by us. We destroy or de-identify personal information we no longer need, wherever possible.

Access to and Correction of personal information

You have the right to access the personal information we hold about you and to request that it be corrected if it is inaccurate, incomplete, or out of date. To request access to or correction of your personal information, please contact us using the details provided below.

Security and Risk

The security of your personal information is important to us, and we will take reasonable steps to ensure that your personal information is protected from misuse, interference and loss, and from authorised access, modification or disclosure.

We take reasonable measures to protect the security of the information transmitted between browsers and our web server, including using firewalls, SSL encryption technology and any other security technologies that is deemed appropriate by us.

To protect your privacy, however, please do not use e-mail to communicate information you wish to be kept strictly confidential.

You acknowledge that any transmission of data may be illegally intercepted and used by third parties.

We are not responsible for any interception of data transmitted to or from our server.

Google Analytics Tracking & Privacy

We have implemented advertising tracking so that we may establish aggregated demographic data on our visitors.

We do not use this data to identify individual visits or visitors.

We do not sell or supply any of this data to third-party companies unless they agree to and sign our privacy policy and use of data policy.

We do not use first-party cookies (such as the Google Analytics cookie) or other first-party identifiers, and third-party cookies (such as the DoubleClick cookie) or other third-party identifiers to identify visitors to our Website.

As a visitor you can opt-out of the Google Analytics Advertising Features you use.

Further Information & Complaints

It is important to us that your expectations about the way in which we handle your information are the same as ours.

Please contact us if you have any questions or comments about our privacy policies and procedures. We welcome your feedback.

Further information about an individual's privacy rights can be obtained from the Office of the Australian Information Commissioner, whose website is www.oaic.gov.au.
