

# Privacy Policy

## Introduction

At Mr Plumber, located in Australia, we are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and safeguard your personal information. By using our services, you consent to the terms of this policy.

## Information We Collect

We collect various types of personal information from our customers, including your name, address, email address, and phone number. This information is essential for providing our roofing services and facilitating communication. Additionally, we gather payment information, such as credit card details, to process your transactions efficiently. Any correspondence you have with us—whether through emails, phone calls, or our contact forms—is also recorded to enhance our customer service.

## How We Use Your Information

The primary purpose of collecting your personal information is to effectively offer and manage our services. This includes responding to your inquiries, processing your requests, and providing ongoing customer support. We may also use your information for marketing purposes, such as sending newsletters and promotional offers, but only if you have opted to receive such communications. Importantly, we will never share your personal information with third parties without your explicit consent, except when it is necessary to provide our services (for example, working with payment processors and delivery services) or if required by law.

## Data Security

We take the security of your personal information seriously. Mr Plumber employs reasonable technical and organisational measures to protect your data against unauthorised access, loss, or destruction. These measures include using secure servers and data encryption.

## Your Rights

Under the Australian Privacy Principles (APPs), you have rights concerning your personal information, including

- Access: You have the right to request access to the personal information we hold about you.
- Correction: You can request corrections if the information we hold is inaccurate or incomplete.
- Deletion: You may request the deletion of your personal information, subject to our legal obligations.

- Limit Processing: You can request limits on how we process your information or withdraw consent for processing.

To exercise any of these rights, please contact us directly, and we will assist you accordingly.

## **Cookies and Tracking Technologies**

Our website may use cookies and similar tracking technologies to enhance your browsing experience. You can adjust your browser settings to manage your cookie preferences. Please note that disabling cookies may affect your experience on our website.

## **Changes to This Privacy Policy**

If we make any changes to this Privacy Policy, we will notify you by updating the effective date and posting the revised policy on our website. We encourage you to review this policy periodically to stay informed about how we are protecting your information.

## **Contact Us**

For any questions or requests regarding your personal information, please contact us.

Thank you for choosing Mr Plumber. Your privacy is important to us, and we are dedicated to safeguarding your personal information.