

# Privacy Policy

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At **Perth Pool Fencing**, we respect your privacy and are committed to protecting your personal information. This policy explains how we collect, use, and protect the information you share with us through our website **www.ppfencing.com.au**, as well as through our business operations and direct contact with you.

By using our website or providing your details, you agree to this Privacy Policy and consent to us handling your information as described here. If you prefer not to share your personal details, that's okay — but it may limit how we can assist you.

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## 1. Information We Collect

We may collect information such as:

- Your name and contact details (address, phone, email).
- Order and payment details.
- Technical data (like your IP address, browser type, and device information).
- Information about how you use our website and services.
- Preferences for marketing and communication.

If you'd like, you can remain anonymous or use a nickname when dealing with us.

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## 2. How We Collect Your Information

We collect information when you:

- Contact us (by phone, email, or website form).
- Purchase products or services.
- Use our website.

We may also use tools like Google Analytics or the Facebook Pixel to understand website traffic and improve our marketing. If we receive information from third parties, we'll handle it the same way we handle your direct information.

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### **3. Why We Use Your Information**

We use your information to:

- Respond to enquiries and provide quotes.
- Deliver products and services.
- Keep records for business purposes.
- Send updates, offers, or promotions (only if you've opted in).
- Improve our website and services.
- Comply with legal obligations.

We do not share your details with third parties unless it's necessary to provide our services or required by law.

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### **4. Cookies**

Our website uses cookies to make browsing easier, improve security, and show you relevant advertising. You can disable cookies in your browser settings, but some features may not work as well.

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### **5. Other Websites**

Sometimes we link to other websites. Please note their privacy practices may differ from ours, so we encourage you to read their policies before sharing any details.

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### **6. Accessing or Updating Your Information**

You can:

- Request a copy of the information we hold about you.
- Ask us to correct or update your details.
- Ask us to delete your information (where legally possible).

We'll respond within a reasonable timeframe.

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## **7. How We Protect Your Information**

We take security seriously and use safeguards like:

- Secure (SSL) website encryption.
- Password-protected systems.
- Secure cloud storage.
- Restricted access to personal data.

While we do our best to keep your information safe, no system is 100% secure. If a data breach occurs that may affect you, we'll notify you as required by law.

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## **8. Complaints**

If you believe we've mishandled your information, please contact us. If you're not satisfied with our response, you can raise the matter with the Office of the Australian Information Commissioner (OAIC).

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## **9. Updates to This Policy**

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

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## **11. Contact Us**

For questions about this Privacy Policy, please contact us.

*Last Updated: 26/08/2025*