

## **Privacy Policy**

### **Introduction and Scope**

Ken Hall Plumbers Pty Ltd is a local, family owned and operated business. We are committed to providing the highest quality service to our customers. This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. It sets out important information to assist you with a transparent understanding of the Personal Information we collect, why we collect it, how it is used and shared and your choices regarding the use of Personal Information we collect.

We collect, use, disclose, store, secure and dispose of your Personal Information in line with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au).

### **What Personal Information do we collect?**

Personal Information is information that identifies an individual. Examples of Personal Information we collect at Ken Hall Plumbers Pty Ltd include:

Name

Residential Address

Mailing Address

Email Address

Phone numbers (including mobile)

Business Name

Financial billing information

This Personal Information is obtained in many ways including by telephone, by email or via our website.

### **Why do we collect Personal Information?**

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing.

We will only collect Personal Information where the collection of Personal Information is necessary to deliver our service to you or assist you with determining whether or not you would like to use our service.

We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

*Example: Evaluating your satisfaction and seeking feedback regarding our service.*

You may unsubscribe from our mailing lists at any time by contacting our team via email at [service@kenhallplumbers.com.au](mailto:service@kenhallplumbers.com.au) or via phone: 8364 5855. Any electronic communication will always contain clear instructions on how to 'unsubscribe' if you do not wish to receive further information.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### **Sensitive Information**

We do not collect information of a 'sensitive nature' such as race or ethnic origin, health information, political or religious beliefs.

### **Consent**

By utilising Ken Hall Plumbers Pty Ltd and our service, your consent to the privacy practices described in this Policy. If you do not agree with any part of this Policy, please do not provide your Personal Information to us.

### **Do we obtain Personal Information from third parties?**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties.

*Example: If you are the tenant of a property and we are provided your information by a Property Management firm who look after the maintenance of that property.*

In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

### **Do we disclose your Personal Information to third parties?**

Please note we do not engage in the sale or trade of Personal Information under any circumstances. We do not provide your information to any third parties unless it specifically relates to the services we have been engaged to provide. We may disclose your Personal Information to a third party only in the following circumstances:

- Where you consent to the use or disclosure.

*Example: if we are arranging a supplier to drop off materials at the property or a third party sub-contractor to complete specific works.*

- Where required or authorised by law

### **How do we keep your Personal Information safe?**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. We use a cloud based job management system specifically for trade businesses called simPRO.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

### **Access to your Personal Information**

You can request a copy of the Personal Information we hold about you at any time. If you wish to access your Personal Information, please contact us via email at [service@kenhallplumbers.com.au](mailto:service@kenhallplumbers.com.au) or via phone: 8364 5855.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

### **Maintaining the Quality of your Personal Information**

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## **Policy Updates**

This Policy may be updated from time to time and is always available on our website.

## **Contact Us - Privacy Policy Complaints and Enquiries**

If you have any queries or complaints about our Privacy Policy or you wish to inform us of a change or correction to your personal information or would like a copy of the information we collect, please feel free to contact us:

Ken Hall Plumbers Pty Ltd

Email: [Service@kenhallplumbers.com.au](mailto:Service@kenhallplumbers.com.au)

Phone: 8364 5855

Postal Address: 6 Kensington Road, Rose Park SA 5067

In regards to Marketing Communication, please contact:

Rebecca Lawson, Marketing and Brand Ambassador

Email: [Rebecca@kenhallplumbers.com.au](mailto:Rebecca@kenhallplumbers.com.au)

Phone: 8364 5855

\*This policy was last updated December 2018