

# PRIVACY POLICY

Complete Water Damage Services are committed to providing quality services to you, and this policy outlines our ongoing obligations to you in respect of how we manage your personal information. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store and secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au).

At Complete Water Damage Services, we respect your privacy. We are committed to respecting the rights of our customers, suppliers and colleagues, to decide if, when and how their personal information is used. Our commitment to your privacy includes:

- The freedom to visit our website and access information without the need to give us any personal information
- Your own choice to provide to us your personal information if you wish to access a more tailored online experience

## Collection and management of your information

We collect and securely store information submitted to us via our website. It may pertain to sales, support, accounts, or any other query. This is information that you or your company has provided to us through our website's contact us form. Collected details also include communications via email, mail and/or other modes such as mobile text message, and social networking sites.

## Reasons to use your information

We may use your identifiable information for different purposes. For example:

- To answer your enquiries and/or to provide additional information to you
- To notify you about any relevant news, events or opportunities
- To improve our customer service
- For market research
- To improve the information on our website and other marketing materials

You may unsubscribe from any list/s you may have previously subscribed to, or ask to be removed from our contact list at any time. Please contact us via email at [enquiries@completewaterdamageservices.com.au](mailto:enquiries@completewaterdamageservices.com.au) if you wish for us to remove you from any of our contact lists.

## Sensitive information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law

## Disclosure of personal information | Legal responsibilities

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law

We may be required to provide your identifiable information as a legal responsibility. This may be a necessary action to protect Complete Water Damage Service's rights, or to comply with a legal proceeding.

## Access to your personal information

You may access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing. Complete Water Damage Services will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your personal information. 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 an 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.

## Security of personal information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. 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 seven years.

## Links to another entity's website

The terms and conditions in our privacy policy cover the domains of Complete Water Damage Services only. Our policy excludes other entities and external websites, including those whose links may appear on any Complete Water Damage Services web page.

## Cookies

Occasionally we may use cookies. Cookies do not give us access to your computer or your identifiable information. We only access your identifiable information online when you have submitted it to us through our contact us form, or via the email link on our website. Cookies tell us which information is most relevant to our customers. They give us website traffic statistics, such as the number of visitors and pages visited. You may decline cookies through your web browser. If declined you may not have full advantage of our website. Occasionally we may use cookies for advertising purposes. Certain advertising platforms, such as Google Adwords use them. These cookies do not collect your identifiable information. They expire in 30 days. You can read more about Google cookies and your privacy on the 'Google Privacy & Terms' page.

## Third parties

We may use third parties to provide essential services for us, for example, to improve or maintain our website and/or systems. We may be required to share your details for these services. In such an event, all third parties are prohibited from further sharing or using your information for any other purpose other than providing that service. We do not share your information with another entity for any unrelated reason.

## Changes to our policy | policy updates

We may make changes to this privacy policy. There may be events or improvements to our website, systems or services that require additions for modifications. We recommend your review this policy when visiting our website.

## Privacy policy complaints and enquiries

If you have any queries or complaints about our privacy policy please contact us at:

Complete Water Damage Services  
E: enquiries@completewaterdamageservices.com.au | T: 08 8371 4707

## TERMS AND CONDITIONS

1. *'Onsite within 60 mins or less'* is guaranteed where the property we are attending is located within a 60km radius of the Adelaide CBD.
2. *'Free inspections & assessments'* are applicable within the Adelaide metropolitan area (e.g. within a 60km radius of the Adelaide CBD) and during normal business hours. An onsite attendance fee applies for call-outs/jobs outside of the 60km CBD area and after hours.
3. *'Reports submitted within 8 business hours'* remains applicable unless there are extreme unforeseen circumstances preventing us from submitting our report within that timeframe (e.g. power failures and other circumstances beyond our control).