



AJJ Electrical Services

Privacy Policy

January 2019

AJJ Electrical Services – PRIVACY POLICY

AJJ Electrical Services (ABN 20 493 291 378) (**we, our or us**), are bound by the *Privacy Act 1988* and the Australian Privacy Principles.

This Privacy Policy sets out how we handle your personal information (any information or opinion about your information from which you can be identified).

What information do we collect and how do we collect it?

We collect information from you when you send us an enquiry via our website, contact us in a business setting or place an order for our products and/or services.

When enquiring via our website, as appropriate, you may be asked to provide your name, email address, mailing address or phone number.

While you may visit our website anonymously, it may not be possible to do so where you ask us to provide our products and/or services to you. You are not required by law to provide us with any specific personal information. However, if you do not provide us with sufficient personal information, we may be unable to provide you with our products and/or services.

What are our purposes for handling your personal information?

Any of the information we collect about you may be held, used or disclosed for the following purposes:

- To provide our products and/or services to you
- To personalise your experience (your information may help us to better respond to your individual needs)
- To improve our website (we continually strive to improve our website based on the information and feedback we receive from you)
- To improve customer service (your information helps us to more effectively respond to your service requests and support needs)
- To process transactions
- To comply with legal and regulatory requirements
- To administer a contest, promotion, survey or other site feature
- To send (including via email) information about events, products and/or services that we think may be of interest to you
- In accordance with the law or any consent you provide
- For any other purpose you would otherwise reasonably expect.

Unless you tell us not to, the email address you provide for order processing may be used to send you information and updates pertaining to your order, as well as receiving occasional company news, updates and related product and/or service information.

NOTE: If at any time you would like to unsubscribe from receiving future emails, please inform us via return email.

How do we protect your personal information?

We implement a variety of security measures to maintain the safety of your personal information stored with us.

We hold your personal information in both paper-based form and electronic files. We always seek to ensure that your personal information which is kept in our files is protected from any misuse, interference, loss, unauthorized access, modification or disclosure.

Only authorized personnel have access to your details through our customer management systems. Your information is treated with respect and only accessed when necessary. When we no longer require your information (including when we are no longer required by law to keep records relating to you), we ensure that it is deleted, destroyed or de-identified.

After any transactions, your credit card information will not be stored in any form.

Do we use cookies when you visit our website?

Yes. Cookies are small files that a site or its service provider transfers to your computers hard drive through your web browser (if you allow it) that enables the sites or service providers system to recognise your browser and capture and remember certain information.

Cookies are used to save your preferences for future visits.

If you prefer, you can have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly.

Do we disclose any information to outside parties?

We may disclose your personal information to government or regulatory authorities (where required or authorised by law) and our external service providers (such as our professional advisers, including accountants, auditors and lawyers).

We seek to ensure that these third party organisations are bound by confidentiality and privacy obligations to protect your personal information.

We do not sell or trade your personally identifiable information. We may, however, release your information when we believe release is appropriate to comply with the law, enforce our website policies, or protect our or other's rights, property or safety.

Anonymous or de-identified visitor information that we collect may be provided to other parties for marketing, advertising, or other uses.

Accessing personal information

You may request access to the personal information that we hold about you by emailing enquiries@ajjelectricalservices.com.au or calling 0413 903 389.

If we refuse access, we will provide you with a written notice which sets out the reasons for refusing.

We reserve the right to recover our reasonable costs for responding to a request for access to personal information.

Correcting personal information

We seek to ensure that the personal information that we collect, use and disclose is accurate, up to date, complete and, in the case of disclosure, relevant. Where we believe that the personal information that we hold is inaccurate, out of date, incomplete, irrelevant or misleading, we will take reasonable steps to correct that information.

You can contact us with corrections or edits to your personal information by emailing admin@ajjelectricalservices.com.au or calling 0413 903 389.

Changes to our Privacy Policy

We may make changes to this Privacy Policy from time to time, without notice to you. An up to date copy of our Privacy Policy is available on our website.

Website Terms of Use

Please also read our Website Terms of Use which establishes the use, disclaimers and limitations of liability governing the use of our website.

For any questions and notices, please contact us at:

AJJ Electrical Services (ABN 20 493 291 378)

www.ajjelectricalservices.com.au

Email: enquiries@ajjelectricalservices.com.au

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