

Privacy Policy

Effective Date: 01/09/2024

Murray Plunkett Services is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.mpsroofandgutter.com.au, use our services, or interact with us in any other way. By using our services or providing us with your personal information, you consent to the practices described in this Privacy Policy.

1. Information We Collect

Personal Information:

We may collect the following types of personal information:

- **Contact Information:** Name, address, phone number, email address.
- **Project Details:** Information related to your roofing project, such as service requests, specifications, and property details.

Non-Personal Information:

We may also collect non-personal information such as:

- **Usage Data:** Information about how you interact with our website, including IP address, browser type, and pages visited.

2. How We Use Your Information

We use your personal information for the following purposes:

- **Service Delivery:** To provide and manage our roofing services, including scheduling, project execution, and communication.
- **Customer Support:** To respond to your inquiries, provide support, and address any issues you may have.
- **Billing and Payment:** To process payments and manage billing information.
- **Marketing:** To send you promotional materials, newsletters, or offers related to our services, if you have opted in to receive them.
- **Improvement:** To improve our website, services, and customer experience based on your feedback and usage patterns.

3. How We Share Your Information

We may share your personal information in the following situations:

- **Service Providers:** With third-party vendors and service providers who perform functions on our behalf, such as other trades required, customer support, insurance companies or marketing services. These parties are required to protect your information and use it only for the purposes for which it was provided.

- **Legal Requirements:** When required to do so by law, such as in response to a subpoena, court order, or other legal processes.
- **Business Transfers:** In connection with a merger, acquisition, or sale of all or a portion of our business assets. We will notify you if your information is transferred as part of such a transaction.

4. Data Security

We implement reasonable administrative, technical, and physical measures to protect your personal information from unauthorized access, use, or disclosure. Despite these measures, no security system is impenetrable, and we cannot guarantee the absolute security of your information.

5. Data Retention

We retain your personal information only for as long as necessary to fulfil the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce our agreements. Once your information is no longer needed, we will securely delete or anonymize it.

6. Your Rights

Depending on your location, you may have certain rights regarding your personal information, including:

- **Access:** The right to request access to the personal information we hold about you.
- **Correction:** The right to request corrections to any inaccurate or incomplete information.
- **Deletion:** The right to request the deletion of your personal information, subject to certain exceptions.
- **Opt-Out:** The right to opt out of receiving marketing communications from us.

To exercise these rights, please contact us using the information provided below.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with an updated effective date. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Murray Plunkett Services

07 3349 8010

murrayplunkettservices@gmail.com