

CHROME PLUMBING AND GASFITTING PTY LTD (ACN 639 949 125) — Privacy Policy

This Privacy Policy sets out our commitment to protecting the privacy of personal information provided to us or otherwise collected by us, offline or online including through our website and any related platforms (Site). In this Privacy Policy, “you” means any individual who provides personal information to us, and “we” or “us” means Chrome Plumbing and Gasfitting Pty Ltd (ACN 639 949 125) and our successors and assignees.

By providing personal information, you consent to our collection, holding, use, and disclosure of your personal information in accordance with this Privacy Policy. If you do not provide personal information, your access to our Site or ability to receive products and services may be limited.

1. Collection of Personal Information

Personal information: The type of information we collect from you or from third parties, may include:

- name
- images
- contact details including email address, mailing or street address and telephone number
- age or date of birth
- credit card information
- demographic information such as postcode
- preferences and opinions
- information you provide to us through customer surveys
- details of products and services we have provided to you or that you have enquired about, and our response
- your browser session and geo-location data, device and network information, statistics on page views and sessions, acquisition sources, search queries and browsing behaviour
- worksite access instructions, photographs, and information necessary to complete plumbing and gasfitting works
- employee, subcontractor and job applicant information including qualifications and work history where relevant
- CCTV footage, fleet tracking data and vehicle telemetry where lawfully collected
- personal information provided via job management systems such as Simpro and fleet monitoring systems such as Verizon Connect
- additional personal information that you provide to us directly or indirectly through your use of our Site, associated applications, associated social media platforms or accounts from which you permit us to collect information
- any other information requested by us and/or provided by you

Your use of our Site: As with most online businesses, we may log information about your access and use of our Site, including through the use of Internet cookies, your communications with our Site, the type of browser you are using, the type of operating system you are using and the domain name of your Internet service provider.

Your opinion and feedback: We may contact you to voluntarily respond to questionnaires, surveys or market research to seek your opinion and feedback. Providing this information is optional to you.

If we receive your personal information from third parties, we will protect it as set out in this Privacy Policy.

2. Purpose of Collection and Use

We collect and use the information for purposes including:

- to enable you to access and use our Site and any associated applications and associated social media platforms
- to contact and communicate with you
- for internal record keeping
- for analytics, market research and business development including to operate and improve our Site and any associated applications and associated social media platforms
- to run competitions or offer additional benefits to you
- for advertising and marketing, including to send you promotional information about our products and services and information about third parties that we consider may be of interest to you
- to schedule and dispatch staff and contractors to job sites
- to assess job applicants, manage staff and comply with employment and safety laws
- to manage accounts, invoicing, and payment processing
- to protect personnel, equipment, and property including the use of technology systems such as vehicle tracking

You may opt-out of receiving marketing materials from us by contacting us using the details set out below or by using the opt-out facilities provided in the marketing materials.

3. Disclosure of Personal Information

We may disclose personal information to:

- credit reporting agencies and courts, tribunals and regulatory authorities where you fail to pay for goods or services provided to you
- courts, tribunals, regulatory authorities and law enforcement officers as required by law
- third parties, including agents or sub-contractors, who assist us in providing information, products, services or direct marketing to you. This may include parties located, or that store data, outside of Australia
- third parties to collect and process data such as Google Analytics or other relevant businesses. This may include parties that store data outside of Australia
- technology partners involved in operational support including Simpro, Verizon Connect, Xero, cloud infrastructure providers and IT service providers
- professional advisers, insurers and workers compensation bodies where reasonably necessary

Where we disclose your personal information to third parties for these purposes, we will request that the third party follow this Privacy Policy regarding handling of your personal information.

If there is a change of control of our business or a sale or transfer of business assets, we reserve the right to transfer user databases in accordance with law.

4. Your Rights and Controlling Your Personal Information

Choice and consent: Providing us with your personal information is optional to you. You can choose not to provide personal information. When you provide us with your personal information, you consent to the terms in this Privacy Policy.

Your provision of third party information: If you provide us with third party personal information then you warrant to us that you have the third party's consent to provide this.

Restrict: You may choose to restrict the collection or use of your personal information by contacting us.

Access: You may request details of personal information that we hold about you under the Privacy Act 1988 (Cth). An administrative fee may be payable.

Correction: If you believe that any information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us. We will respond within a reasonable time and correct any incorrect information.

Complaints: If you believe that we have breached the Australian Privacy Principles, please contact us and we will promptly investigate and provide a written response.

Unsubscribe: To unsubscribe from our e-mail database, or opt out of communications, please contact us.

5. Data Storage, Retention and Security

We are committed to ensuring that the information you provide is secure. In order to prevent unauthorised access or disclosure, we have put in place reasonable physical, electronic and operational safeguards to protect your personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

Personal information is retained only for as long as required to fulfil the purpose of collection or as required by law and will be securely destroyed or de-identified when no longer required.

No information transmitted over the Internet can be guaranteed to be fully secure and any transmission is at your own risk.

6. Cookies and Tracking Technologies

We may use cookies on this Site from time to time. Cookies are text files placed in your browser to store preferences and user experience information.

Cookies and tracking technologies may also be used to enable targeted advertising campaigns through third parties such as Google and social media platforms.

You may disable cookies in your browser. This may limit the efficiency of certain features.

We may use web beacons from time to time for analytics and performance measurement.

7. Third-Party Links

Our Site may contain links to third-party platforms. We are not responsible for the privacy practices or content of these platforms.

8. Amendments

We may modify this Privacy Policy at any time. The updated version will be posted on our Site with the “Last Update” date adjusted. Continued use of our Site and services indicates acceptance of the amended policy.

Contact and Complaints

For any requests, notices, or complaints, please contact:

Chrome Plumbing and Gasfitting Pty Ltd

ACN 639 949 125

Unit 18, 20 Yalgar Road, Kirrawee NSW 2232

Email: office@chromeplumbinggroup.au

Phone: 0452 525 790

Contact Person: Director – Chrome Plumbing and Gasfitting Pty Ltd

We will acknowledge and respond to complaints as quickly as reasonably practicable.

Last Update: 28/10/2025