

FLUSH N FLOW PTY LTD

Privacy Policy



FLUSH N FLOW PTY LTD (“we”, “us”, “our”) is committed to respecting your privacy and protecting your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, store, disclose and protect your personal information when you interact with us, use our website, submit a contact form, or request plumbing services.

1. What is Personal Information?

“Personal Information” refers to information or an opinion that identifies you or could reasonably identify you. This may include:

- Name
- Address
- Email address
- Phone number
- Details relating to a plumbing job or service request
- Billing or payment information
- IP address or browser information
- Any other information you voluntarily provide

We generally do not collect sensitive information unless required by law or with your explicit consent.

2. What Personal Information We Collect

We may collect information when you:

- Contact us by phone, email, SMS, or through our website
- Submit an online enquiry or booking request
- Request a quote
- Make a payment
- Interact with our social media
- Upload attachments or documents

- Browse our website (technical information collected automatically)

Technical data collected may include IP address, browser type, device information, pages visited, time spent on pages, and referral sources.

3. How We Collect Personal Information

We collect personal information in the following ways:

- Directly from you (phone, email, SMS, online forms)
- Through our WordPress website contact forms
- Through our online booking system
- Through payment platforms
- Automatically via cookies and analytics (Google Analytics, Google Ads, Meta Pixel)
- Through service providers involved in delivering our services
- Publicly available sources
- Automated spam detection tools

If we receive personal information from third parties, we will take reasonable steps to notify you where appropriate.

4. Why We Collect Personal Information

We collect, hold and use your personal information to:

- Provide plumbing services, quotes, inspections and repairs
- Manage bookings and customer communication
- Process payments and invoices
- Respond to enquiries and provide customer support
- Improve our website, services and customer experience
- Send service updates, promotional material and marketing (you can opt out at

any time)

- Comply with legal and regulatory obligations
- Prevent fraud, misuse or security threats
- Train staff and improve operational processes

We only use personal information for the purpose for which it was collected or a related purpose you would reasonably expect.

5. Disclosure of Personal Information

We may disclose your personal information to:

- Employees, contractors and technicians involved in your job
- IT service providers, hosting companies and digital marketing providers
- Payment processors (e.g., Stripe, PayPal, Square)
- Real estate agents, insurers or builders where relevant to your job

- Professional advisers such as accountants or lawyers
- Regulatory authorities or law enforcement where required by law
- A business purchaser in the event of a sale or restructure

We will never sell or rent your personal information.

6. Website, Cookies & Third-Party Tracking

6.1 Cookies

We use cookies to:

- Enhance website functionality
- Remember your preferences
- Analyse website usage and traffic
- Display personalised ads via Google and Meta (Facebook)

You may disable cookies in your browser settings, but it may affect how the website functions.

6.2 Analytics, Ads & Tracking Tools

We use the following third-party services, which may collect data about your browsing behaviour:

- Google Analytics
- Google Ads & Remarketing
- Meta/Facebook Pixel

These tools may collect:

- IP address
- Device and browser details
- Pages visited
- Time spent on the website
- Conversion and event tracking data

This information helps us analyse website performance and deliver relevant advertising.

6.3 Embedded Content

Our website may contain embedded content (e.g., Google Maps, videos, images). Embedded content behaves exactly as if you visited the external website and may collect its own data.

7. Security of Personal Information

We take reasonable steps to safeguard your personal information from:

- Loss
- Misuse
- Unauthorised access
- Modification
- Disclosure

Security measures include digital safeguards, secure systems and restricted access. However, no method of data transmission online is completely secure, and you provide information at your own risk.

8. Access, Correction & Deletion of Personal Information

You may request:

- Access to the personal information we hold about you
- Corrections to inaccurate or outdated information
- Deletion of personal information (unless required to be kept by law)

Requests must be made in writing to the contact details below.

We may require identity verification before releasing information.

9. Privacy Complaints

If you believe your privacy has been breached or mishandled, you may contact us using the details below.

We take complaints seriously and will respond promptly.

If you are unsatisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

10. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website. Continued use of our website indicates acceptance of any changes.

11. Contact Us

If you have any questions, concerns or requests regarding this Privacy Policy, please contact:

FLUSH N FLOW PTY LTD

Email : info@flushnflow.com.au

Phone: 1300 205 248

Website: www.flushnflow.com.au

Our Sydney-wide team responds quickly, shows up on time, and comes prepared with the tools and parts needed to fix your plumbing on the spot.