



Privacy Policy

Quick Mick's Plumbing

ABN: 12 859 793 819

NSW Licence: L8677

Effective Date: 1 October 2025

Quick Mick's Plumbing ("we", "our", "us") respects your privacy and is committed to protecting your personal information in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs).

1. Information We Collect

We may collect personal information needed to deliver and manage our plumbing services, including:

- Your name, phone number, email address, and home or business address
- Details about your plumbing requirements or property
- Payment or billing details
- Information shared via website forms, calls, texts, or emails
- Feedback, testimonials, or reviews you provide

We may also collect non-personal data such as cookies, IP addresses, and website analytics to improve performance and customer experience.

2. How We Collect Information

We collect information directly from you when you:

- Request a quote or book a plumbing service
- Contact us by phone, email, SMS, or through our website
- Interact with our website or social media pages

- Provide feedback or leave a review

We may also receive basic details from trusted third parties (e.g. Google or Facebook) when you engage with our business online.

3. Why We Collect Your Information

We collect, hold, and use your information to:

- Provide and manage plumbing services
- Respond to enquiries and provide accurate quotes
- Process payments and send invoices or receipts
- Communicate updates, scheduling, and support
- Improve our website, customer experience, and marketing
- Meet legal, licensing, and insurance obligations

We only collect information necessary to provide quality service and comply with the law.

4. How We Store and Protect Your Information

We store your information securely using password-protected and encrypted systems. Reasonable steps are taken to protect against unauthorised access, modification, or disclosure.

When your information is no longer required, it is securely deleted or anonymised.

5. Disclosure of Information

We may share your personal information when necessary, including with:

- Subcontractors, suppliers, or insurers assisting in plumbing work
- Professional advisers such as accountants or IT providers (under confidentiality)

- Government authorities or regulators where legally required

We do **not** sell or rent your information to third parties.

6. Cookies and Website Analytics

Our website may use cookies and analytics tools (such as Google Analytics) to monitor traffic and improve performance.

You can disable cookies in your browser settings, but some site features may not work as intended.

7. Marketing and Communication

By providing your contact details, you may receive occasional updates or service reminders. You can opt out at any time by following the unsubscribe link or contacting us directly.

8. Accessing and Correcting Your Information

You can request access to or correction of your personal information by contacting us at:

 quickmicks1207@gmail.com

 0413 662 535

We will verify your identity and respond within a reasonable time frame.

9. Complaints About Privacy

If you believe we have mishandled your information, please contact us first so we can address the issue quickly.

If you are not satisfied with our response, you may contact the:

Office of the Australian Information Commissioner (OAIC)

 1300 363 992

 www.oaic.gov.au

10. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in laws or business practices.

The most recent version will always be published on our website, showing the effective date above.

Quick Mick's Plumbing

Family-Owned & Operated | Licensed Plumbers NSW L8677

 Servicing Penrith & Surrounding Suburbs

 [**quickmicks1207@gmail.com**](mailto:quickmicks1207@gmail.com)

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