



# Privacy Policy

**Last updated:** 07/11/2025

We respect your privacy and handle personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

## 1. Who we are

Mr Loo Plumbing (ABN **31 525 926 614**, Licence No. **15046923**), servicing Brisbane, North Brisbane, and the Sunshine Coast. Contact: **mrloo@mail.com**, **0431 348 571**.

## 2. Personal information we collect

- **Identity & contact:** name, phone, email, address, suburb.
- **Service details:** job descriptions, photos/videos of fixtures (e.g., toilet left/front/right views), access notes, approvals.
- **Transaction & records:** quotes, invoices, payments, communications, warranty data.
- **Technical data (website):** IP address, device/browser, pages viewed, cookies, analytics.
- **Marketing preferences:** reviews, testimonials (with consent), opt-in status.

## 3. How we collect it

- Directly from you via website forms (including Jotform), phone, email, SMS, chat, and on-site visits.
- Automatically via our website and analytics tools.
- From publicly available sources or third parties where permitted (e.g., suppliers for parts availability).

## 4. Why we collect it (lawful purposes)

- To **quote**, schedule, deliver, and invoice plumbing services.
- To verify job details and **assess site conditions** using photos/video.
- To meet legal, insurance, safety, and compliance obligations.
- To improve our website, services, and customer experience.
- With consent, to request reviews or send **service updates/marketing** you can opt out of at any time.

## 5. Disclosure of personal information

We may share information with:

- Our staff and trusted contractors engaged to perform the work.
- Service providers such as **form platforms (e.g., Jotform)**, website/CMS and hosting, email/SMS providers, payment processors, and analytics/IT support.
- Manufacturers/suppliers for warranty or parts matching.
- Insurers, regulators, or law enforcement where required by law.
- Prospective purchasers of our business under confidentiality.

We do not sell your personal information.

## 6. Overseas disclosure

Some service providers or data storage (e.g., cloud hosting, email, analytics) may be located **outside Australia**. Where practicable, we take reasonable steps to ensure they protect your information consistent with the APPs.

## 7. Cookies and analytics

Our website uses cookies and similar technologies for functionality and aggregated analytics. You can adjust browser settings to refuse cookies, though some features may not work properly.

## 8. Data security and retention

We use reasonable technical and organisational measures to protect personal information from misuse, interference, loss, and unauthorised access. We retain records for as long as needed for service, legal, and warranty purposes, then securely destroy or de-identify them.

## **9. Access and correction**

You can request access to, or correction of, your personal information by contacting us. We may need to verify your identity. If we decline a request, we will provide a written reason where required by law.

## **10. Marketing choices**

You may opt out of marketing emails or messages at any time by using the unsubscribe link or contacting us. Transactional and service communications will continue as needed to perform the job.

## **11. Complaints**

If you have a privacy complaint, contact us at **mrloo@mail.com**. We will respond within a reasonable time. If you are not satisfied, you can contact the **Office of the Australian Information Commissioner (OAIC)** at [oaic.gov.au](http://oaic.gov.au).

## **12. Changes to this policy**

We may update this policy to reflect changes to law or our practices. The latest version will be available on request or published on our website.

## **13. Contact**

Privacy enquiries: **mrloo@mail.com** | **0431 348 571**.