

Helms Plumbing Services Privacy Policy

1. Helms Plumbing Services (us, our, we, as the context requires) is committed to ensuring the privacy of personal or sensitive information which you might supply to us at this site or which might otherwise be supplied to us through letter, email, phone call, personal attendance or other communication (Data).
2. To meet your expectations about privacy and confidentiality Helms Plumbing Services has processes and procedures to comply with:
 - Australian Privacy Principles (APPs) contained in the Privacy Act 1988
3. If you have any questions not addressed in this policy, please contact us using the "Contact Us" tab on this Website.
4. This policy does not extend your rights or our obligations beyond those defined in the legislation listed above.
5. Should there be any inconsistency between this policy and the Privacy Act, this policy shall be interpreted to give effect to and comply with the legislation.
6. This policy includes examples but is not intended to be restricted in its application to such examples. Where the word 'including' is used, it means 'including without limitation'.
7. When you access this site and submit any Data to us, your submission is an acknowledgment of an agreement with the terms of this statement and to the use of that Data by Helms Plumbing Services.
8. Any Data of a personal nature that is collected by Helms Plumbing Services will only be used as necessary for the business to be transacted between us and for the purposes of providing you with better services and products and for secondary purposes closely related to the primary purpose. Personal or sensitive information will not be shared with any third parties except for the following circumstances:
 - You have consented to do so or where disclosure to third parties is necessary in achieving the primary purpose such as those third parties are engaged to deliver.
 - To bring legal action against anyone interfering or compromising our rights or property or where the law requires disclosure of information.
9. 'Personal information' means Data we hold about you where your identity is either clear or can be reasonably determined. When you give us your personal information, it imposes a serious responsibility on us. Protecting your privacy when handling your personal information is very important to us.
10. Generally, we will collect personal information directly from you, and only to the extent necessary to conduct our business with you or provide the product or service you requested or to carry out our internal administrative operations or meet relevant

regulatory requirements. We may also collect personal information for the purpose of enhancing our ability to improve service delivery to you and others in the future.

11. We may collect personal information from you when:

- you visit our Website
- you fill in an application form
- deal with us over the telephone
- send us a letter or documents
- request a quote for our services
- attend at our premises, a job site or other face to face or electronic meeting
- e-mail us
- create an account with us
- enquire about, or become, a client or contractor
- provide us with feedback
- complete an online survey
- contact, register with, post to, like or follow any of our social media websites, pages, forums or blogs
- ask us to contact you after visiting our Website.

We will collect personal information from you by lawful and fair means.

12. Data which might include personal information are:

- your organisation's legal name
- your business and trading names
- the name and title of the individual who represents your organisation or accesses the Website on your behalf
- the email address of that individual and the organisation
- the website address and the domain type of your organisation
- the telephone, facsimile, postal and street addresses of the organisation
- the nature of your organisation including projects it may be involved in
- information disclosed about your organisation in the enquiry or message submitted in the Data, including information we might be able to infer from the context such as sectoral, employment, turnover, geographical, and size information
- the subject matter of the enquiry or message.

13. We may, in the ordinary course of our business, use Data to direct market our products and services. Where you have provided Data by email, this electronic method will be used in preference to other methods. You should indicate in your email if you prefer not to receive that marketing material in this manner. Most of the information we send to you which might be classed as direct marketing material will also provide you with an opportunity to refuse future material from us.
14. You have the right to access, update or remove personal information from our database. If you wish to access your information, opt-out of further communication or lodge a complaint or if any of the Data which you submit to us changes or becomes inaccurate, please notify us of the changes in writing through the "Contact Us" tab. Unless you tell us, we cannot be responsible for inaccurate or out of date information.
15. Helms Plumbing Services assesses and updates from time to time its systems to for the security of the Data we hold. All reasonable efforts are made to provide an acceptable level of confidence that Data cannot be used by unauthorised persons or in a manner likely to affect your reputation or standing. Data stored by Helms Plumbing Services is protected from misuse, loss and unauthorised access or disclosure in line with our internal policy and procedure. Data that is no longer required for the intended purpose will be routinely destroyed on a periodic basis as we determine.
16. Much of the Data that is collected and stored from this Website is for our own use only to evaluate the effectiveness of our Website and the services and products we post on that site. We use the information to improve the site content or navigation. Cookies may be used to gather statistical information that will assist in understanding what you find interesting and useful on our Website. No personal information can be identified about you through cookies. However, they will enable you to take full advantage of the services we offer. The use of cookies is an industry standard and you'll find most major websites use them. Most Internet browsers are pre-set to accept cookies. If you prefer not to receive cookies, you can adjust your Internet browser to disable cookies or to warn you when cookies are being used. Alterations to these settings may, however, affect the functionality of our Website.
17. Other Data might be used by us to enable us to be proactive in assisting you in matters that either you or we have identified as relevant to you or your organisation. Or we use the information to contact you to obtain your consent or authority to use the Data in a particular way not mentioned here.
18. Subject to the rights of other persons whose Data may be collected and aggregated with yours, you may request and we will disclose to you, details of your personal information in the Data that we hold at any time. Given our commitment to your privacy, we can request verification from you and evidence to support such a request to ensure that the person who so requests that information is the person entitled at law to receive it.
19. You should be aware that our Website from time to time will contain links to other sites and those sites may have different privacy provisions. Helms Plumbing Services is not

responsible for those sites or for any consequences of you accessing them through our Website.

20. You may at any time request Helms Plumbing Services to delete all Data held by us in relation to your organisation and we will take all reasonable steps to action that request promptly. However, there may be technical or other constraints to completely destroying the information contained in your Data, as well as legal and statutory duties and responsibilities imposed on us that might also prevent us from destroying or removing from our records all such information.