

PRIVACY POLICY

Zinc Roofing Company Pty Ltd trading as Roofing Depot

1. **We respect your privacy** (a) Zinc Roofing Company Pty Ltd trading as Roofing Depot ("Roofing Depot") respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). This Privacy Policy sets out how we collect, use, disclose, and protect your personal information in compliance with Australian laws and regulations.
(b) "Personal information" is information or an opinion about an identified individual, or an individual who is reasonably identifiable.
2. **Collection of personal information** (a) Roofing Depot may collect personal information that you provide directly to us, enter onto our website, or provide through other forms of interaction with us.
(b) This information may include, but is not limited to, your name, phone number, address, email address, and payment details. We may also collect additional information, such as:
 - Feedback or responses to surveys and promotions;
 - Information about your personal or business affairs;
 - Details provided during customer support interactions;
 - Financial or credit card information; and
 - Other information provided voluntarily while interacting with us.
3. **How we collect your personal information** (a) Roofing Depot collects personal information through various means, including when you interact with us electronically, in person, or via our website. We may also collect information from third parties, where applicable and permissible under Australian laws.
(b) If we collect information from third parties, we will handle it in accordance with this Privacy Policy.
4. **Use of your personal information** (a) We may use your personal information to:
 - Provide you with products, services, and updates;
 - Improve our offerings and understand your needs;
 - Notify you about new products, services, or promotions; and
 - Communicate with you via telephone, email, SMS, or mail.
5. **Disclosure of your personal information** (a) Roofing Depot may disclose your personal information to employees, contractors, agents, suppliers, and other third parties as reasonably necessary to provide our services and comply with our legal obligations.
(b) We may disclose personal information to comply with legal requirements, such as court orders, subpoenas, or law enforcement requests. Additionally, we may disclose personal information to protect our legal rights, property, or safety, or that of our customers or third parties.
(c) Some information may be stored, processed, or transferred to parties located outside of Australia. We will ensure such transfers comply with the Privacy Act and APPs, including taking reasonable steps to ensure the overseas recipient handles your

personal information in a manner consistent with Australian privacy laws.

(d) In the event of a business transfer, such as a merger or sale of assets, personal information may be transferred to the new business owner, subject to confidentiality obligations.

6. **Security of your personal information** (a) Roofing Depot is committed to protecting your personal information from misuse, interference, loss, and unauthorized access, modification, or disclosure. We implement physical, electronic, and managerial safeguards to secure your information.
(b) While we take reasonable precautions, the transmission of information over the internet is not entirely secure. You acknowledge that the provision of your information is at your own risk.
7. **Access to your personal information** (a) You have the right to access personal information we hold about you, subject to exceptions allowed by law. To request access, please contact us at info@roofingdepot.com.au. A small administrative fee may apply.
(b) If you believe any personal information we hold about you is inaccurate, out of date, incomplete, irrelevant, or misleading, please contact us to request corrections.
8. **Complaints about privacy** (a) If you have concerns about our handling of your personal information, you may contact us in writing at 3/328 Brisbane Rd, Arundel, Queensland, 4214. We will respond to complaints promptly in accordance with the Privacy Act.
(b) If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).
9. **Changes to this Privacy Policy** (a) We may update this Privacy Policy from time to time. Any changes will be effective immediately upon publication on our website or notification to you. We encourage you to review our Privacy Policy periodically.
10. **Website** (a) When you visit our website:
 - We may collect information such as your browser type, operating system, and the referring website. This information is used to analyze website usage and improve our services.

(b) **Cookies:** - Our website may use cookies to enhance your browsing experience. You can disable cookies through your browser settings, but this may limit your ability to use certain features of our site.

(c) **Third-party websites:** - Our website may contain links to third-party sites. Roofing Depot is not responsible for the privacy practices of these sites and encourages you to review their privacy policies.

This Privacy Policy reflects our commitment to compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. For further information, please contact us at admin@roofingdepot.com.au or visit www.roofingdepot.com.au.