

HOPWOODS REPAIRS

Privacy Policy

Hopwoods Repairs Pty Ltd (ACN 642 580 774), as trustee for the A & P Hopwood Family Trust, trading as Hopwoods Repairs (ABN 82 663 753 716, “Hopwoods Repairs”, “we”, “us” or “our”), is committed to protecting your privacy. This Privacy Policy explains how we collect, hold, use and disclose personal information in connection with our website at hopwoodsrepairs.com.au (the Website) and the appliance repair and related services we provide (the Services).

This Policy is intended to comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). It applies alongside, and does not replace, the Terms & Conditions that govern the Services themselves (Domestic, Commercial or Seal-a-Fridge Gippsland, as applicable), which are available on our Terms & Conditions page.

1. The information we collect

The personal information we collect depends on how you interact with us, and may include:

- your name and contact details, including phone number, email address and postal or service address;
- details about the property and appliance(s) you need serviced, including make, model and the nature of the fault;
- booking, quote and service history, including notes taken by our technicians;
- billing and payment details necessary to invoice you for Services (we do not store full card numbers);
- any other information you choose to provide when contacting us, for example through our contact form, phone, email, social media or our online booking widget.

We do not knowingly collect sensitive information, and we do not collect personal information about you unless it is reasonably necessary for one or more of our functions or activities.

2. How we collect your information

We generally collect personal information directly from you, when you:

- submit an enquiry or contact form on the Website;
- request a quote or make a booking, including through our online booking widget (currently provided by ServiceM8);
- call, email or message us, including via Facebook or Instagram;
- engage us to attend your home or business to provide the Services.

We may also collect limited technical information automatically when you browse the Website, such as your general location, device and browser type, and pages visited, typically through cookies or similar technologies used by our website platform and any analytics tools we use (for example, to understand how visitors use the Website). You can control cookies through your browser settings, though some parts of the Website may not work as intended if you disable them.

3. Why we collect, hold and use your information

We use your personal information to:

- respond to enquiries and provide quotes;
- schedule, manage and carry out bookings and the Services;
- invoice you and process payments;
- communicate with you about your booking or an ongoing job;
- maintain our business records, including for warranty and insurance purposes;
- with your consent, let you know about offers, seasonal reminders or other Hopwoods Repairs updates; and
- comply with our legal and regulatory obligations.

We will not use your personal information for a purpose other than the one for which it was collected, unless you would reasonably expect us to, we have your consent, or we are otherwise permitted or required to by law.

4. Disclosure of your information

We do not sell your personal information. We may disclose it to:

- our staff, contractors and technicians, to the extent needed to deliver the Services;
- service providers who support our business operations, such as our booking and job-management platform (currently ServiceM8), website hosting provider, accounting or invoicing software, and IT support;
- professional advisers, insurers or regulators where reasonably necessary; and
- any other party where required or authorised by law, or with your consent.

Some of these providers may store or process information on servers located outside Australia. Where this occurs, we take reasonable steps to ensure your information continues to be handled in a manner consistent with the APPs.

5. Data security

We take reasonable technical and organisational steps to protect the personal information we hold from misuse, interference, loss, and unauthorised access, modification or disclosure. No method of storage or transmission is completely secure, so while we work to protect your information, we cannot guarantee its absolute security.

We retain personal information only for as long as reasonably necessary for the purposes described in this Policy, or as required by law (for example, for tax and warranty record-keeping).

6. Access and correction

You may ask us for access to the personal information we hold about you, and ask us to correct it if it is inaccurate, out of date, incomplete, irrelevant or misleading. To make a request, please contact us using the details in section 8 below. We will respond within a reasonable time. In some circumstances we may need to verify your identity before providing access, and there may be limited circumstances where we are permitted by law to refuse a request.

7. Complaints

If you believe we have breached the APPs or mishandled your personal information, please contact us first using the details below so we can investigate and try to resolve the issue. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au.

8. Contact us

For any questions about this Privacy Policy, or to make an access, correction or complaint request, please contact us:

Hopwoods Repairs Pty Ltd: trading as Hopwoods Repairs

Address: 4 Sanders St, Korumburra VIC 3950

Phone: (03) 5655 2354

Email: service@hopwoodsrepairs.com.au

9. Changes to this Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The current version will always be available on the Website.