

1. OVERVIEW

Airpro Mechanical believe privacy is an important right of individuals. Airpro Mechanical takes steps to protect your personal information from misuse and ensures it is used only in the ways described in this privacy policy and in accordance with the Privacy Act 1988 (Cth) (Privacy Act).

This privacy policy does not apply to personal information collected or otherwise obtained by Airpro Mechanical in relation to current and former employees, where that information relates directly to the employment relationship that exists or existed between Airpro Mechanical and its employees.

Terms used in this privacy policy have the same meaning as those in the Privacy Act.

2. PERSONAL INFORMATION

Personal information refers to details that can identify you. This may include:

- Name, contact details, and address
- Date of birth and gender
- Employment and business details
- Transaction and service history
- Any other information you provide to us in connection with our services

In certain situations, we may collect sensitive information (such as health details) but will only do so with your consent or as required by law.

We collect personal information directly from you when you contact us via phone, email or website, or engage our services. We may also receive personal information from third parties where relevant and permitted by law.

We collect personal information to provide and manage our services, process payments and service requests and to comply with legal and regulatory obligations.

If you choose not to provide certain personal information, we may be unable to offer some of our services to you.

3. DISCLOSURE OF PERSONAL INFORMATION

We may disclose your personal information to:

- Our employees, contractors, and service providers for operational purposes
- Third-party businesses that assist in delivering our services
- Regulatory bodies or legal entities when required by law

We will not share your information with third parties for marketing purposes without your consent.

4. DIRECT MARKETING

From time to time, we may send you information about our services, promotions, or industry updates. You can opt out of receiving marketing communications at any time by contacting us. There is no cost to unsubscribe.

5. ACCESS TO PERSONAL INFORMATION

Subject to any exceptions in the Privacy Act, if you have provided us with personal information, you have the right to request access to it. If you believe Airpro Mechanical holds personal information relating to you and you wish to obtain access to this information, please contact us using the details provided below. We may ask you to provide proof of your identity if you request access to or correction of your personal information.

In the event that a request for access is made, we will review our records to determine what personal information relating to you we hold and will endeavour to respond to your request within a reasonable period after the request is made, but in any event, within 30 days.

Once we have notified you of the nature of the personal information relating to you which we hold, we will give you access to your personal information in the manner requested by you, if it is reasonable and practicable to do so.

We do not levy a charge in respect of the making of a request for access to personal information held by us. However, we may charge you for the reasonable costs incurred by us in providing you with access to the personal information held by us.

The Privacy Act provides instances where a holder of personal information may refuse to provide an individual with access to their personal information. If we refuse to give you access to your personal information, we will give you a written notice that sets out our reasons for the refusal and the mechanisms available to complain about our refusal.

6. SECURITY OF PERSONAL INFORMATION

We take reasonable steps to protect your personal information from loss, misuse, unauthorised access, modification, or disclosure. We store data in a secure environment and destroy or de-identify information when it is no longer required.

7. ANONIMITY

Where lawful and practicable, you have the option to engage with us anonymously, such as when making general inquiries. However, for most transactions, providing personal details will be necessary.

8. CHANGES TO THIS PRIVACY POLICY

We regularly review our policies to ensure they remain relevant. As technology and regulations evolve, we may update this Privacy Policy. Any changes will be posted on our website, and we encourage you to review this policy periodically.

9. BREACH AND TERMINATION

For inquiries about our Privacy Policy or to request access to your personal information, please contact:

Airpro Mechanical

E: airpro@airproperth.com.au

Ph: (08) 9408 6666

PO Box 191 Quinns Rocks WA 6030

We are committed to addressing your privacy concerns and ensuring your personal information is managed responsibly.

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