

# Privacy Policy - Auzzie Pest Control

Effective Date: May 28, 2025

Auzzie Pest Control (ABN: 73687389260) is committed to protecting the privacy of your personal information. This Privacy Policy explains how we collect, use, disclose, and manage your personal information in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth).

This policy applies to our operations in Brisbane and Perth, and across all our services.

## 1. Collection of Personal Information

We collect personal information that is reasonably necessary for us to provide our pest control services and to conduct our business operations. The types of personal information we may collect include:

- Contact Information: Name, address (including service addresses in Brisbane and Perth), email address (auzziepestcontrol@gmail.com), and phone number (0450087251).
- Service Information: Details about your property, pest issues, and service history.
- Payment Information: Details required for processing payments (though we typically use secure third-party payment processors and do not store sensitive financial details directly).
- Communication: Records of your interactions with us, including phone calls, emails, and website inquiries.
- Website Usage Data: Information about how you use our website (www.auzziepestcontrol.com), such as IP address, browser type, pages visited, and referring website. This information is generally anonymous but may be linked to you if you provide personal information through the website.

We collect personal information directly from you when you:

- Contact us by phone, email, or through our website to inquire about or book our services.
- Engage our services.
- Provide feedback or make a complaint.

We may also collect information from third parties where it is necessary for our services (e.g., from real estate agents or property managers if you are a tenant and they are coordinating the service).

## 2. Use of Personal Information

We use your personal information for the following primary purposes:

- To provide and manage our pest control services in Brisbane and Perth.

## **Privacy Policy - Auzzie Pest Control**

- To schedule appointments and communicate with you about your service.
- To process payments and issue invoices.
- To respond to your inquiries, provide customer support, and resolve complaints.
- To improve our services and tailor them to your needs.
- To send you service-related updates, reminders, or promotional offers that may be of interest to you (you can opt-out of promotional communications at any time).
- To comply with our legal and regulatory obligations.
- For internal administrative and operational purposes, such as training and quality control.

### **3. Disclosure of Personal Information**

We may disclose your personal information to:

- Our employees, contractors, and sub-contractors involved in delivering our services.
- Third-party service providers who assist us with our business operations (e.g., IT support, payment processors, marketing platforms). These third parties are obligated to protect your information and only use it for the purposes for which we disclose it to them.
- Professional advisors (e.g., lawyers, accountants) when necessary.
- Government authorities or law enforcement agencies when required by law or to protect our legal rights.
- Other parties with your express consent.

We will not sell, rent, or lease your personal information to third parties for their marketing purposes without your explicit consent.

### **4. Data Quality and Security**

We take reasonable steps to ensure that the personal information we collect, use, and disclose is accurate, complete, and up-to-date. We rely on you to provide accurate and complete information and to inform us of any changes.

We implement appropriate technical and organisational security measures to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. These measures include:

- Secure servers and data storage.

# Privacy Policy - Auzzie Pest Control

- Access controls and authentication procedures.
- Encryption where appropriate.
- Regular security assessments.

While we strive to protect your personal information, no data transmission over the internet or electronic storage method can be guaranteed to be 100% secure.

## 5. Accessing and Correcting Your Personal Information

You have the right to request access to the personal information we hold about you and to request that we correct any inaccuracies. To do so, please contact us using the details below. We will respond to your request within a reasonable timeframe and may charge a reasonable fee for providing access if the request is complex or requires extensive retrieval.

In some circumstances, we may refuse to provide access or make corrections if permitted or required by law.

## 6. Anonymity and Pseudonymity

You have the option of not identifying yourself, or of using a pseudonym, when dealing with us if it is lawful and practicable. However, in most cases, it will not be practicable for us to provide our pest control services to you anonymously or pseudonymously due to the nature of our work.

## 7. Website and Cookies

Our website ([www.auzziepestcontrol.com](http://www.auzziepestcontrol.com)) may use cookies and similar technologies to enhance your browsing experience and collect website usage data. Cookies are small text files placed on your device. You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our website may become inaccessible or not function properly.

## 8. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The updated policy will be posted on our website with the effective date. We encourage you to review this

## **Privacy Policy - Auzzie Pest Control**

policy periodically.

### **9. Contact Us**

If you have any questions about this Privacy Policy, our privacy practices, or if you wish to make a complaint, please contact us:

Auzzie Pest Control

Phone: 0450087251

Email: [auzziepestcontrol@gmail.com](mailto:auzziepestcontrol@gmail.com)

Website: [www.auzziepestcontrol.com](http://www.auzziepestcontrol.com)

### **10. How to Make a Complaint**

If you believe that we have breached the Australian Privacy Principles, you may make a complaint to us using the contact details above. We will investigate your complaint and endeavour to provide a response within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) for further assistance:

Office of the Australian Information Commissioner (OAIC)

Phone: 1300 363 992

Website: [www.oaic.gov.au](http://www.oaic.gov.au)