

PRIVACY POLICY

Ondre Arkadieff Plumbing and Drainage Contractors Pty Ltd ABN 79 062 762 592

Last updated: 14 April 2026

1. Introduction

Ondre Arkadieff Plumbing and Drainage Contractors Pty Ltd ABN 79 062 762 592 (“OA Plumbing”, “we”, “us”, or “our”) respects your privacy and is committed to protecting your personal information.

This Privacy Policy outlines how we collect, use, store and disclose your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This policy applies to all personal information collected through our website, social media platforms, advertising campaigns and in the course of providing our services.

2. What is Personal Information?

“Personal information” means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether it is recorded in a material form or not, as defined in section 6 of the Privacy Act 1988 (Cth).

3. What Personal Information We Collect

We may collect:

- Name
- Phone number
- Email address
- Address
- Property details
- Billing information
- Communication history
- IP address and device information

- Website usage data and browsing activity
- Social media profile information and interactions with our advertisements
- Photographs or images relating to our services

We generally do not collect sensitive information (as defined in the Privacy Act 1988 (Cth)). If we need to collect sensitive information, we will obtain your consent unless an exception applies under the APPs.

4. How We Collect Personal Information

We collect personal information in a number of ways, including directly from you when you contact us, request a quote, book a service, submit a form on our website, or communicate with us by phone, email or in person.

We also collect information through our website via cookies, analytics tools and similar technologies. Where you interact with our advertisements, pages or content on social media platforms such as Facebook, Instagram and Google, we may receive information from those platforms.

We may also collect information from third parties, including referral sources, advertising platforms and publicly available sources.

5. Why We Collect Your Information

We use your personal information to provide, manage and improve our plumbing and drainage services, process bookings, quotes and payments, and communicate with you about service requests, appointments and enquiries.

We may also use your information for marketing purposes, including sending promotional materials via email, SMS and social media, and conducting targeted advertising and remarketing campaigns on social media platforms and search engines, where you have consented or we are otherwise permitted by law.

We also use your information to analyse website traffic and user behaviour, comply with our legal and regulatory obligations, and manage our business operations.

6. Direct Marketing

We may use your personal information to send you direct marketing communications about our services, promotions and offers via email, SMS, social media and other digital channels, in accordance with the Spam Act 2003 (Cth) and the Privacy Act 1988 (Cth).

We may also use your information to create custom and lookalike audiences on social media platforms such as Facebook and Instagram for targeted advertising purposes.

You can opt out of receiving direct marketing communications at any time by clicking the 'unsubscribe' link in any marketing email, contacting us using the details in Section 17 below, or adjusting your advertising preferences on the relevant social media platform. We will process your opt-out request as soon as practicable.

7. Disclosure of Personal Information

We may disclose your personal information to our employees, contractors and related entities as required to deliver our services, to third-party service providers who assist us in operating our business (including IT providers, payment processors, marketing platforms and analytics providers), and to social media and advertising platforms such as Meta/Facebook and Google for targeted advertising and remarketing purposes.

We may also disclose your personal information to government bodies, regulators or law enforcement agencies where required or authorised by law, and to professional advisors including lawyers, accountants and insurers.

We take reasonable steps to ensure that third-party service providers handle your personal information consistently with the APPs. We do not sell your personal information to third parties.

8. Overseas Disclosure

Some of our third-party service providers, including cloud storage, analytics and advertising platforms, may store or process your personal information overseas, including in the United States where servers for platforms such as Google and Meta are located.

Before disclosing personal information to an overseas recipient, we take reasonable steps to ensure that the recipient handles your information in a manner consistent with the APPs, as required by Australian Privacy Principle 8.

9. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to improve your experience, analyse website traffic and support our advertising activities. Cookies are small text files stored on your device when you visit our website.

We also use tracking pixels and similar technologies provided by third-party advertising platforms, including the Meta Pixel and Google Ads tags, on our website. These technologies allow us to measure

the effectiveness of our advertising campaigns, deliver targeted advertisements to you on social media platforms and create remarketing audiences.

The information collected through cookies and tracking technologies may include your IP address, browser type, device information, pages visited, time spent on our website and referring to website addresses.

You can manage your cookie preferences through your browser settings. You can opt out of Google's advertising cookies at ads.google.com/settings and manage your Meta advertising preferences at [facebook.com/ad preferences](https://facebook.com/ad/preferences). Disabling cookies may affect the functionality of our website.

10. Data Security

We take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure. Our security measures include secure storage of physical records, password protection and access controls for electronic systems, and secure disposal of personal information that is no longer required.

No method of electronic storage or transmission is completely secure. While we strive to protect your information, we cannot guarantee its absolute security.

11. Data Retention

We retain your personal information only for as long as necessary to fulfil the purposes for which it was collected, or as required by law. When your personal information is no longer needed, we take reasonable steps to destroy or de-identify it.

12. Anonymity and Pseudonymity

Where it is lawful and practicable, you may deal with us on an anonymous or pseudonymous basis. However, in most cases we will need your personal information to provide our plumbing and drainage services, process payments and comply with our legal obligations.

13. Access and Correction

You have the right to request access to the personal information we hold about you, and to request correction of any information that is inaccurate, out of date, incomplete, irrelevant or misleading.

To make an access or correction request, please contact us using the details in Section 17 below. We will respond within 30 days. If we refuse your request, we will provide written reasons for our decision.

14. Complaints

If you believe we have breached the APPs or handled your personal information inappropriately, you may lodge a complaint with us using the contact details in Section 17 below.

We will acknowledge your complaint within 7 days and aim to resolve it within 30 days. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

15. Third-Party Links

Our website and social media pages may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites and encourage you to review their privacy policies before providing any personal information.

16. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updated policy will be posted on our website with a revised 'Last updated' date. We encourage you to review this policy periodically.

17. Contact Us

Email: info@oaplumbing.com.au

Address: 14/178-182 Redland Bay Rd, Capalaba QLD 4157

Phone: 1300 161 655