

Privacy Policy

Flawless Glass & Aluminium

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1. Purpose

Flawless Glass & Aluminium is committed to protecting the privacy of personal information and handling such information in a responsible and transparent manner.

This Privacy Policy outlines how Flawless Glass & Aluminium collects, uses, stores and discloses personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy applies to personal information collected from:

- Clients
- Suppliers
- Contractors
- Employees
- Subcontractors
- Website users
- Other business contacts

2. What is Personal Information

Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable.

This may include:

Name

Address

Telephone number

Email address

Employment details

Identification information

Financial information

Project-related information

3. Personal Information We Collect

Flawless Glass & Aluminium may collect personal information including but not limited to:

Contact Information

Names

Addresses

Telephone numbers

Email addresses

Business Information

Company names

ABN details

Business addresses

Trade references

Financial Information

Bank account details

Payment history

Credit account information

Project Information

Site addresses

Drawings and specifications

Project contacts

Site requirements
Contractor Information
Licences
Tickets and qualifications
Insurance details
Induction records
Employee Information
Contact details
Employment records
Superannuation details
Payroll information

4. How We Collect Personal Information

Personal information may be collected through:

Quote requests
Contracts and agreements
Credit applications
Purchase orders
Invoices
Emails
Telephone calls
Meetings
Website enquiries
Online forms
Job applications
Subcontractor registrations

Where possible, information will be collected directly from the individual or business.

4.1 Collection from third parties

Flawless Glass & Aluminium may occasionally collect personal information from third parties where it is unreasonable or impractical to collect the information directly.

This may include:

- Builders and project managers
- Referrals from clients
- Trade references
- Credit reporting agencies

Where appropriate, individuals will be notified of the collection.

5. Why We Collect Personal Information

Flawless Glass & Aluminium collects personal information for the purposes of:

Providing quotes

Completing works

Managing projects

Communicating with clients and suppliers

Processing invoices and payments

Managing credit accounts

Engaging subcontractors

Meeting contractual obligations

Maintaining safety records

Complying with legal requirements

Improving business operations

Assessing and managing credit accounts

We will only use personal information for purposes that are reasonably necessary for our business activities.

Personal information will not be used or disclosed for purposes other than those outlined in this policy unless permitted or required by law.

6. Credit Information

Flawless Glass & Aluminium may collect and use credit-related personal information for the purposes of assessing and managing credit accounts.

This may include:

Credit applications

Trade references

Payment history

7. Sensitive Information

Sensitive information will only be collected where reasonably necessary and permitted by law.

Sensitive information may include:

Identification information

Licence information

Insurance documentation

Employment records

Sensitive information will be handled with additional care and confidentiality.

8. Disclosure of Personal Information

Personal information may be disclosed where reasonably necessary for business operations.

This may include:

Employees

Contractors

Subcontractors

Suppliers

Accountants

Legal advisors

Insurance providers

Financial institutions

Government authorities where required by law

Flawless Glass & Aluminium does not sell personal information to third parties.

9. Overseas Disclosure

Some electronic systems used by Flawless Glass & Aluminium may store data on servers located outside Australia.

This may include:

Accounting software

Job management systems

Cloud storage providers

Email providers

Flawless Glass & Aluminium takes reasonable steps to ensure overseas service providers comply with the Australian Privacy Principles where applicable.

10. Storage and Security of Information

Flawless Glass & Aluminium takes reasonable steps to protect personal information from misuse, interference, loss and unauthorised access.

Security measures include:

Password-protected systems

Secure cloud-based software

Restricted staff access

Secure office storage

Locked filing cabinets

Antivirus and security software

Only authorised personnel are permitted to access personal information.

10.1 Data Breaches

In the event of a data breach involving personal information, Flawless Glass & Aluminium will take reasonable steps to contain and assess the breach.

Where required by law, affected individuals and relevant authorities will be notified.

11. Retention of Information

Flawless Glass & Aluminium retains personal information only for as long as necessary for business or legal purposes.

Where required by law, records will be retained for a minimum of seven (7) years.

When personal information is no longer required, reasonable steps will be taken to securely destroy or de-identify the information.

12. Access to Personal Information

Individuals may request access to personal information held by Flawless Glass & Aluminium.

Requests should be made in writing to:

Flawless Glass & Aluminium

Email: admin@fgaglass.com.au

We will respond to requests within 30 days.

Access may be refused where permitted by law.

13. Correction of Personal Information

Flawless Glass & Aluminium will take reasonable steps to ensure personal information is accurate and up to date.

Individuals may request corrections if information is inaccurate or incomplete.

14. Website Privacy

Flawless Glass & Aluminium websites may collect:

IP addresses

Browser information

Cookies

Usage data

This information is used to improve website functionality and performance.

Users may disable cookies through their browser settings.

15. Privacy Complaints

If you believe Flawless Glass & Aluminium has breached the Privacy Act or mishandled personal information, a complaint may be made.

Complaints should be submitted in writing to:

Flawless Glass & Aluminium

Email: admin@fgaglass.com.au

Complaints will be acknowledged within 5 business days and investigated promptly.

If a complaint cannot be resolved, individuals may contact the Office of the Australian Information Commissioner (OAIC).

16. Privacy Officer

The Privacy Officer for Flawless Glass & Aluminium is:

Company Director or Office Manager

The Privacy Officer is responsible for:

Managing privacy compliance

Handling privacy enquiries

Investigating complaints

17. Policy Updates

This policy may be updated from time to time.

The current version will be available upon request.