

Privacy & Customer Information Collection Policy

At Alucoat Australia, we are committed to protecting your privacy and ensuring that your personal and business information is handled in a safe, secure, and responsible manner.

What Information We Collect

We may collect the following information when you interact with us:

- Name, company name, and job title
- Contact details (phone number, email address, business address)
- Project details, specifications, and enquiry information
- Billing and payment details (where applicable)

How We Collect Your Information

We collect information through:

- Website enquiry and quote request forms
- Email, phone, and in-person communication
- Social media and professional platforms such as LinkedIn
- Ongoing business interactions

Why We Collect Your Information

Your information is collected to:

- Provide quotes and respond to enquiries
- Deliver powder coating services and manage projects
- Process orders and payments
- Communicate updates, lead times, and service information
- Improve our services and customer experience

Use of Your Information

We use your information strictly for business-related purposes and will not sell, rent, or trade your details to third parties.

Disclosure of Information

Your information may be shared where necessary with:

- Suppliers or subcontractors directly involved in completing your work
- Professional service providers (e.g. accounting, IT systems)
- Authorities where required by law

Data Security

Alucoat Australia takes reasonable steps to protect your information from misuse, loss, unauthorised access, modification, or disclosure.

Access & Correction

You may request access to the information we hold about you and request corrections if any details are inaccurate or outdated.

Marketing Communications

By submitting your details, you consent to being contacted by us regarding your enquiry or our services. You can opt out of marketing communications at any time.



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Cookies & Website Tracking

Our website may use cookies or similar technologies to improve user experience and analyse website traffic. You can adjust your browser settings to disable cookies if preferred.

Retention of Information

We retain customer information only for as long as necessary to provide our services and meet legal obligations.

Compliance with Australian Law

This policy is in accordance with the **Australian Privacy Principles** under the *Privacy Act 1988 (Cth)*.

Contact Us

If you have any questions about this policy or how your information is handled, please contact us by either:

Email: admin@alucoat.com.au or call us on 03 9460 8214



Registered Address: 6 Parer Street, Reservoir, VIC 3073
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