

Pool Revive Co - Privacy Policy



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Purpose of this Privacy Policy

1. Purpose of this Privacy Policy

Pool Revive Co ("we", "our" or "us") is committed to protecting the privacy of our customers, prospective customers, website visitors and other individuals who interact with our business.

The purpose of this Privacy Policy is to explain how Pool Revive Co collects, holds, uses, discloses, stores and protects personal information when providing our services, operating our website and communicating with customers.

We recognise that your personal information is important and are committed to handling it responsibly, securely and in accordance with applicable Australian privacy laws.

This Privacy Policy has been prepared to comply with the principles of the **Privacy Act 1988 (Cth)** and, where applicable, the **Australian Privacy Principles (APPs)**.

By accessing our website, requesting a quotation, engaging our services, communicating with us or otherwise providing personal information to Pool Revive Co, you acknowledge that you have read this Privacy Policy and understand how your personal information may be collected, used and managed.

This Privacy Policy applies to all personal information collected by Pool Revive Co through, including but not limited to:

- Our website and online enquiry forms;
- Email correspondence;
- Telephone calls and SMS communications;
- Social media platforms;
- Quotations and invoices;
- Service bookings;
- Customer consultations and inspections; and
- Any other interactions with Pool Revive Co.

If you do not agree with this Privacy Policy, you should refrain from providing personal information to us. However, please note that if you choose not to provide certain information, we may be unable to provide quotations, perform services or otherwise fulfil your requests.

This Privacy Policy should be read together with our Terms & Conditions and any other documents provided by Pool Revive Co relating to the services we provide.

Who We Are

2. Who We Are

Pool Revive Co is an Australian business specialising in the renovation, resurfacing, repair and restoration of fibreglass and concrete swimming pools.

For the purposes of this Privacy Policy, **Pool Revive Co** ("we", "our" or "us") is the organisation responsible for collecting, holding, using and protecting the personal information you provide to us.

Our services may include, but are not limited to:

- Pool inspections and consultations;
- Quotations and project planning;
- Fibreglass and concrete pool renovations;
- Pool resurfacing and repairs;
- Pool modifications and upgrades;
- Customer support and warranty services; and
- General enquiries relating to our services.

If you have any questions about this Privacy Policy, wish to access or correct your personal information, or would like to make a privacy-related enquiry or complaint, you may contact us using the details below.

Pool Revive Co

Website: www.poolreviveco.com.au

Email: enquiries@poolreviveco.com.au

Phone: [Insert Business Phone Number]

We will take reasonable steps to respond to privacy enquiries and requests as soon as reasonably practicable and in accordance with applicable Australian privacy laws.

Information We Collect

3. Information We Collect

Pool Revive Co only collects personal information that is reasonably necessary to provide our services, operate our business, comply with legal obligations and communicate effectively with our customers.

The types of personal information we may collect include, but are not limited to:

3.1 Personal Identification Information

We may collect information such as:

- Full name;
- Residential and postal address;
- Property address where services are to be performed;
- Email address;
- Telephone and mobile phone numbers; and
- Preferred method of contact.

3.2 Property Information

To provide accurate quotations and complete our services, we may collect information relating to your property, including:

- Swimming pool location;
- Pool dimensions and specifications;
- Construction type (fibreglass or concrete);
- Photographs or videos of the pool and surrounding area;
- Existing defects or damage;
- Access to the property and work area; and
- Any other information relevant to the services requested.

3.3 Service Information

When you request a quotation or engage our services, we may collect information including:

- Details of the services requested;
- Quotation and invoice information;
- Appointment and booking details;
- Warranty information;
- Service history;
- Customer correspondence; and
- Records of inspections and completed works.

3.4 Financial Information

Where necessary, we may collect information relating to payments, including:

- Payment records;
- Deposit and invoice history;
- Transaction references; and
- Any other information required to administer your account.

Pool Revive Co does not store your full credit or debit card details. Electronic payments are processed through secure third-party payment providers.

3.5 Communications

We may keep records of communications between you and Pool Revive Co, including:

- Emails;
- Telephone calls;
- SMS messages;
- Website enquiries;
- Social media messages;
- Online forms; and
- Any other correspondence relating to our services.

3.6 Website Information

When you visit our website, certain technical information may be collected automatically, including:

- IP address;
- Browser type and version;
- Device information;
- Pages visited;
- Date and time of access;
- Referring websites; and
- General website usage information.

This information helps us improve the functionality, performance and security of our website.

3.7 Information You Choose to Provide

You may voluntarily provide additional information to us during consultations, enquiries, warranty claims, customer feedback or other interactions. We will only collect and use this information where it is relevant to providing our services or responding to your requests.

Pool Revive Co does not intentionally collect personal information that is not reasonably necessary for the operation of our business or the provision of our services.

How We Collect Information

4. How We Collect Information

Pool Revive Co collects personal information in a lawful, fair and transparent manner. Wherever reasonably practicable, we collect personal information directly from you when you interact with our business.

We may collect personal information through a variety of methods, including the following.

4.1 Information You Provide Directly

We may collect personal information directly from you when you:

- Request a quotation;
- Contact us by telephone;
- Send us an email;
- Complete an enquiry form on our website;
- Submit information through our online contact forms;
- Book an inspection or consultation;
- Accept a quotation;
- Engage us to perform services;
- Request warranty assistance;
- Provide feedback or make a complaint; or
- Communicate with us through any other means.

4.2 During Site Visits

When we attend your property to inspect, quote or carry out works, we may collect information relating to your property and swimming pool, including photographs, measurements, observations and other information necessary to provide our services.

4.3 Through Our Website

When you visit our website, certain information may be collected automatically through your browser or device. This may include:

- Your IP address;
- Browser type;
- Device information;
- Pages viewed;
- Date and time of your visit;
- Website navigation information; and
- Other technical information relating to your use of our website.

This information helps us understand how visitors use our website, improve user experience and maintain website security.

4.4 Through Cookies and Similar Technologies

Our website may use cookies and similar technologies to improve website functionality, remember user preferences, analyse website traffic and enhance your browsing experience.

You may choose to disable cookies through your browser settings; however, some features of our website may not function correctly if cookies are disabled.

4.5 Through Third Parties

In some circumstances, we may receive personal information from third parties where it is reasonably necessary to provide our services. This may include:

- Real estate agencies or property managers;
- Builders or contractors;
- Pool maintenance companies;
- Suppliers acting on your behalf;
- Your authorised representative; or
- Publicly available sources where permitted by law.

Where practical, we will take reasonable steps to ensure you are aware that we have received your personal information from a third party.

4.6 Through Social Media

If you contact us or interact with Pool Revive Co through social media platforms, we may collect the information you choose to provide, including your name, contact details, messages, comments, photographs or other content relevant to your enquiry.

Your interactions with third-party social media platforms are also governed by the privacy policies of those platforms.

4.7 Accuracy of Information

You are responsible for ensuring that the personal information you provide to Pool Revive Co is accurate, complete and up to date. If your personal information changes, we encourage you to notify us as soon as reasonably practicable so that we can maintain accurate records.

How We Use Your Information

5. How We Use Your Information

Pool Revive Co uses personal information only for purposes that are reasonably necessary to operate our business, provide our services and meet our legal and regulatory obligations.

We will only use your personal information for lawful purposes and in accordance with this Privacy Policy.

Your personal information may be used for the following purposes.

5.1 Providing Our Services

We use your personal information to:

- Respond to enquiries;
- Prepare quotations;
- Arrange inspections and consultations;
- Schedule appointments and service bookings;
- Perform pool renovation, resurfacing and repair services;
- Provide customer support before, during and after the completion of works; and
- Administer warranties and aftercare services.

5.2 Managing Our Business

We may use your personal information to:

- Create and maintain customer records;
- Process deposits and payments;
- Issue quotations, invoices and receipts;
- Manage customer accounts;
- Communicate regarding bookings, appointments and project updates;
- Respond to questions, complaints or feedback; and
- Improve the efficiency of our business operations.

5.3 Communication

We may contact you to:

- Confirm appointments;
- Provide updates regarding your project;
- Request information required to complete our services;
- Respond to enquiries;
- Notify you of changes affecting your booking; or
- Provide warranty-related information.

These communications are considered part of providing our services and are not marketing communications.

5.4 Marketing

With your consent where required by law, we may use your personal information to:

- Send promotional offers;
- Inform you about new services;
- Provide seasonal maintenance reminders;
- Share company news or updates; or
- Invite you to participate in surveys or request customer feedback.

You may opt out of receiving marketing communications at any time by following the unsubscribe instructions included in our communications or by contacting us directly.

5.5 Improving Our Services

We may use information collected through our website, customer feedback and completed projects to:

- Improve our services;
- Enhance customer experience;
- Develop new services;
- Improve website functionality;
- Analyse business performance; and
- Better understand customer needs and preferences.

Where possible, this information may be aggregated or de-identified so that individuals cannot reasonably be identified.

5.6 Legal and Regulatory Requirements

We may use your personal information where necessary to:

- Comply with applicable laws and regulations;
- Meet taxation, accounting and record-keeping obligations;
- Respond to lawful requests from government authorities;
- Protect our legal rights and interests;
- Investigate suspected fraud or unlawful activity; or
- Resolve disputes or enforce our Terms & Conditions.

5.7 Business Administration

Your personal information may also be used for legitimate business administration purposes, including:

- Internal record keeping;
- Insurance claims and requirements;

- Quality assurance;
- Staff training;
- Business planning; and
- Risk management.

Pool Revive Co will not use your personal information for purposes unrelated to those described in this Privacy Policy unless required or authorised by law, or unless we have obtained your consent.

Disclosure of Personal Information

6. Disclosure of Personal Information

Pool Revive Co respects the confidentiality of your personal information and will only disclose your personal information where it is reasonably necessary to provide our services, where you have authorised us to do so, or where disclosure is required or permitted by law.

We do not sell, rent or trade your personal information to third parties for marketing purposes.

Your personal information may be disclosed in the following circumstances.

6.1 Service Providers

We may disclose personal information to trusted third-party service providers who assist us in operating our business, including but not limited to:

- Website hosting providers;
- Customer relationship management (CRM) platforms;
- Accounting and bookkeeping service providers;
- Payment processing providers;
- Information technology and cloud storage providers;
- Email and communication service providers;
- Marketing and advertising service providers; and
- Professional advisers, including accountants, auditors, legal advisers and insurers.

These service providers are only provided with the information reasonably necessary to perform their services and are expected to handle personal information securely and in accordance with applicable privacy laws.

6.2 Contractors and Suppliers

Where reasonably necessary to complete the services you have requested, we may disclose relevant personal information to contractors, subcontractors, suppliers or other service providers involved in your project.

Such information will be limited to what is reasonably required to perform their duties.

6.3 Authorised Representatives

If you authorise another person to act on your behalf, including a family member, property manager, builder or other representative, we may disclose personal information to that person where appropriate to facilitate the services requested.

6.4 Legal Requirements

We may disclose personal information where required or authorised by law, including where disclosure is reasonably necessary to:

- Comply with legal obligations;
- Respond to lawful requests from courts, tribunals or government agencies;
- Enforce our legal rights or contractual rights;
- Protect the rights, property or safety of Pool Revive Co, our customers or others;
- Prevent, investigate or respond to suspected unlawful, fraudulent or malicious activity; or
- Assist law enforcement agencies where legally required.

6.5 Business Transactions

If Pool Revive Co undergoes a business restructure, merger, acquisition, sale of assets or other business transaction, personal information may be disclosed to prospective purchasers, advisers or other parties involved in the transaction, provided appropriate confidentiality obligations are maintained.

6.6 Overseas Disclosure

Pool Revive Co primarily stores and manages personal information within Australia. However, some of the third-party service providers we use, including cloud-based software and website hosting providers, may store or process information on servers located outside Australia.

Where personal information is disclosed overseas, we will take reasonable steps to ensure that the recipient handles your personal information in a manner consistent with applicable Australian privacy laws.

6.7 Disclosure With Your Consent

In circumstances not otherwise described in this Privacy Policy, we will only disclose your personal information where:

- You have given your consent;
- The disclosure is reasonably necessary to provide the services you have requested; or
- The disclosure is otherwise required or authorised by law.

Pool Revive Co will take reasonable steps to ensure that any personal information disclosed to third parties is limited to the information necessary for the relevant purpose and is handled securely and responsibly.

Storage and Security

7. Storage and Security

Pool Revive Co is committed to protecting the personal information we collect and takes reasonable steps to safeguard it from misuse, interference, loss, unauthorised access, modification and disclosure.

While no method of electronic transmission or storage is completely secure, we implement appropriate administrative, technical and physical safeguards to help protect the personal information entrusted to us.

7.1 Storage of Personal Information

Personal information may be stored in electronic and, where necessary, physical formats.

Information may be stored using:

- Secure business computers and devices;
- Cloud-based software and business management systems;
- Website hosting platforms;
- Accounting and invoicing software;
- Email systems; and
- Physical records maintained for legitimate business purposes.

7.2 Security Measures

To protect personal information, Pool Revive Co may implement security measures including:

- Password-protected devices and business systems;
- Secure cloud storage services;
- Restricted access to personal information;
- Regular software updates and security measures;
- Secure backup procedures; and
- Appropriate administrative controls to minimise unauthorised access.

Access to personal information is limited to individuals who require the information to perform their duties or provide services on behalf of Pool Revive Co.

7.3 Retention of Personal Information

We retain personal information only for as long as it is reasonably necessary to:

- Provide our services;
- Administer warranties;
- Maintain business records;
- Resolve disputes;

- Comply with legal, taxation and accounting obligations; or
- Meet other regulatory requirements.

The length of time personal information is retained may vary depending on the nature of the information and the purpose for which it was collected.

7.4 Destruction or De-identification

When personal information is no longer required for the purposes for which it was collected, and we are not required by law to retain it, Pool Revive Co will take reasonable steps to securely destroy or permanently de-identify the information.

7.5 Data Breaches

If Pool Revive Co becomes aware of a suspected or confirmed data breach involving personal information, we will investigate the incident and take appropriate steps to contain and manage the breach.

Where required by applicable Australian law, including the **Notifiable Data Breaches (NDB) Scheme**, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) where an eligible data breach is likely to result in serious harm.

7.6 Your Role in Protecting Your Information

If you communicate with Pool Revive Co electronically, you are responsible for taking reasonable steps to protect your own devices, passwords and internet connections.

While we take reasonable precautions to protect your personal information, you acknowledge that no method of transmitting information over the internet or storing electronic information can be guaranteed to be completely secure.

Pool Revive Co cannot guarantee the absolute security of personal information but is committed to maintaining appropriate security practices to protect the information we hold.

Access to and Correction of Personal Information

8. Access to and Correction of Personal Information

Pool Revive Co is committed to ensuring that the personal information we hold is accurate, complete, relevant and up to date.

You have the right to request access to the personal information we hold about you and to request that inaccurate, incomplete or outdated information be corrected, subject to any exceptions permitted by applicable law.

8.1 Requesting Access

You may request access to your personal information by contacting Pool Revive Co using the contact details provided in this Privacy Policy.

When making a request, we may ask you to provide sufficient information to verify your identity before releasing any personal information. This helps protect your privacy and the security of your information.

We will respond to your request within a reasonable period and, where appropriate, provide access in accordance with applicable Australian privacy laws.

8.2 Correction of Personal Information

If you believe that any personal information we hold about you is inaccurate, incomplete, out of date, irrelevant or misleading, you may request that we correct the information.

Where we are satisfied that a correction is required, we will take reasonable steps to update our records as soon as reasonably practicable.

If we do not agree that a correction is necessary, we will provide you with written reasons where required by law and advise you of any further rights that may be available to you.

8.3 Circumstances Where Access May Be Refused

In certain circumstances, Pool Revive Co may refuse access to personal information where permitted or required by law. This may include circumstances where:

- Providing access would unreasonably affect the privacy of another individual;
- The request is frivolous or vexatious;
- The information relates to existing or anticipated legal proceedings;
- Providing access would prejudice legal, regulatory or law enforcement activities;
- The information is subject to legal professional privilege; or
- Access may otherwise be refused under applicable Australian privacy legislation.

Where access is refused, we will provide written reasons for the refusal where required by law, unless we are legally prevented from doing so.

8.4 Fees

Pool Revive Co will not charge a fee for making a request to access or correct your personal information.

However, where permitted by law, we may charge a reasonable administrative fee for providing access to personal information in certain circumstances. If a fee applies, we will notify you before processing your request.

8.5 Keeping Your Information Current

We encourage you to notify Pool Revive Co as soon as reasonably practicable if your contact details or other personal information change.

Maintaining accurate and up-to-date information helps us provide our services efficiently and communicate with you effectively.

Cookies and Website Analytics

9. Cookies and Website Analytics

Pool Revive Co may use cookies and similar technologies on our website to improve functionality, enhance your browsing experience, understand how visitors use our website and support the ongoing operation of our online services.

9.1 What Are Cookies?

Cookies are small text files that are stored on your computer, smartphone or other device when you visit a website. Cookies allow websites to recognise your device and remember certain information about your visit.

Cookies generally do not identify you personally but may identify the device you are using or be linked to other information that identifies you.

9.2 How We Use Cookies

Pool Revive Co may use cookies and similar technologies to:

- Improve the performance and functionality of our website;
- Remember your preferences and settings;
- Analyse website traffic and visitor behaviour;
- Monitor website performance;
- Enhance website security;
- Improve customer experience; and
- Assist in the development and improvement of our online services.

9.3 Website Analytics

We may use website analytics services to help us understand how visitors interact with our website.

These services may collect information such as:

- Pages visited;
- Time spent on our website;
- Navigation paths;
- Browser type;
- Device type;
- Operating system;
- General geographic location;
- Referring websites; and
- Website performance data.

This information is generally collected in an aggregated or de-identified form and is used to improve our website, services and customer experience.

9.4 Third-Party Services

Our website may use third-party services that place cookies or collect information on our behalf, including services relating to:

- Website hosting;
- Website analytics;
- Online forms;
- Advertising and marketing;
- Customer communication; and
- Website security.

These third-party providers operate under their own privacy policies, and we encourage you to review those policies where appropriate.

9.5 Managing Cookies

Most internet browsers allow you to control or disable cookies through your browser settings.

You may choose to:

- Accept all cookies;
- Reject all cookies;
- Delete existing cookies; or
- Receive notifications when cookies are being used.

Please note that disabling cookies may affect the functionality, performance or availability of certain features of our website.

9.6 Do Not Track

Some web browsers offer a "Do Not Track" feature. As there is currently no universally accepted standard for responding to Do Not Track signals, Pool Revive Co does not guarantee that our website will respond to such requests.

By continuing to use our website, you consent to the use of cookies and similar technologies as described in this Privacy Policy, unless you have disabled them through your browser settings.

Marketing Communications

10. Marketing Communications

Pool Revive Co may contact you from time to time regarding our services, promotions, business updates or other information that may be of interest to you, provided we do so in accordance with applicable Australian laws.

We respect your preferences and are committed to ensuring that you remain in control of the marketing communications you receive from us.

10.1 Marketing Communications

Subject to applicable laws, we may use your personal information to send you information about:

- New or updated services;
- Special offers and promotions;
- Seasonal maintenance reminders;
- Business announcements;
- Customer surveys and feedback requests;
- Educational content relating to pool care and maintenance; and
- Other information we believe may be relevant to our customers.

10.2 Consent

Where required by law, Pool Revive Co will obtain your consent before sending you direct marketing communications.

Where you are an existing customer, we may send you information relating to similar services that may be relevant to you, where permitted by law.

10.3 Opting Out

You may opt out of receiving marketing communications from Pool Revive Co at any time by:

- Clicking the "Unsubscribe" link included in our marketing emails (where applicable);
- Contacting us by email or telephone; or
- Advising us in writing that you no longer wish to receive marketing communications.

We will process your request within a reasonable period.

Please note that opting out of marketing communications will not prevent us from sending you essential service-related communications, including quotations, invoices, appointment confirmations, project updates, warranty information, payment reminders or other communications necessary to provide our services.

10.4 Third-Party Marketing

Pool Revive Co does not sell, rent or disclose your personal information to third parties for their direct marketing purposes.

10.5 Social Media and Online Advertising

From time to time, Pool Revive Co may advertise through social media platforms, search engines or other online advertising services.

These platforms may use cookies or similar technologies to display advertisements that are relevant to users based on their browsing activity or interactions with our website.

Your use of these platforms is governed by the privacy policies and settings of the respective platform providers.

Pool Revive Co does not control the privacy practices of third-party advertising platforms and encourages you to review their privacy policies if you wish to understand how your information is collected and used by those services.

Third-Party Websites

11. Third-Party Websites

Our website, emails or other communications may contain links to third-party websites, services or applications that are provided for your convenience or information.

Pool Revive Co does not own, operate or control these third-party websites and is not responsible for their content, privacy practices, security or availability.

11.1 External Links

Links to third-party websites are provided solely for your convenience and do not constitute an endorsement, recommendation or approval by Pool Revive Co of the products, services or information offered by those websites.

Your use of any third-party website is entirely at your own risk.

11.2 Third-Party Privacy Practices

Once you leave the Pool Revive Co website or interact with a third-party service, any personal information you provide will be governed by the privacy policy and terms of that third party.

Pool Revive Co has no control over how third-party organisations collect, use, disclose or protect your personal information.

We encourage you to read the privacy policies of any third-party websites or services before providing them with your personal information.

11.3 Third-Party Services Used by Pool Revive Co

Pool Revive Co may utilise reputable third-party providers to assist in the operation of our business and website. These may include services relating to:

- Website hosting;
- Online enquiry forms;
- Payment processing;
- Customer relationship management (CRM);
- Email communications;
- Website analytics;
- Mapping and location services;
- Social media platforms; and
- Online advertising.

Where these providers process personal information on our behalf, we take reasonable steps to ensure they are engaged for legitimate business purposes and are expected to handle personal information in accordance with applicable privacy laws.

11.4 No Liability

To the fullest extent permitted by law, Pool Revive Co accepts no responsibility or liability for the privacy practices, content, security or availability of any third-party website, application or online service.

Any concerns relating to a third-party website should be directed to the operator of that website.

11.5 Your Responsibility

Before providing personal information to a third-party website or service, you should satisfy yourself that you understand how your information will be collected, stored, used and disclosed by reviewing their applicable privacy policy and terms of use.

Children's Privacy

12. Children's Privacy

Pool Revive Co does not knowingly collect personal information directly from children under the age of 18 without the consent of a parent or legal guardian.

Our services are intended for property owners, customers and other adults who are legally able to engage our services.

12.1 Collection of Children's Information

In the ordinary course of providing our services, Pool Revive Co does not intentionally request or collect personal information directly from children.

However, we may incidentally receive information relating to a child where it is voluntarily provided by a parent, legal guardian or authorised representative in connection with the services we provide.

12.2 Use of Information

Where personal information relating to a child is collected, Pool Revive Co will only use that information for the purpose for which it was provided, including where it is reasonably necessary to:

- Respond to an enquiry;
- Arrange appointments;
- Provide requested services; or
- Comply with applicable legal obligations.

12.3 Removal of Information

If a parent or legal guardian believes that Pool Revive Co has collected personal information from a child without appropriate consent, they should contact us as soon as reasonably practicable.

Where appropriate and permitted by law, we will take reasonable steps to investigate the matter and delete or de-identify the information.

12.4 Parental Responsibility

Parents and legal guardians are responsible for supervising the online activities of children and for ensuring that any personal information provided to Pool Revive Co on behalf of a child is accurate and provided with appropriate authority.

Pool Revive Co encourages parents and guardians to exercise care when children use the internet and to educate them about protecting their personal information online.

Changes to this Privacy Policy

13. Changes to this Privacy Policy

Pool Revive Co may update or amend this Privacy Policy from time to time to reflect changes in our business operations, services, legal obligations or privacy practices.

We encourage you to review this Privacy Policy periodically to ensure you remain informed about how we collect, use, store and protect your personal information.

13.1 Updates to this Privacy Policy

We reserve the right to modify this Privacy Policy at any time, without prior notice, where permitted by law.

Any changes will become effective from the **Effective Date** shown on the updated version of this Privacy Policy unless otherwise stated.

13.2 Publication of Updated Versions

The most current version of this Privacy Policy will be made available on the Pool Revive Co website.

Where appropriate, updated versions may also be provided upon request or made available through other communication channels used by Pool Revive Co.

13.3 Continued Use

By continuing to access our website, communicate with us or use our services after an updated Privacy Policy becomes effective, you acknowledge that you have had the opportunity to review the updated Privacy Policy and accept its terms.

13.4 Material Changes

Where we make significant changes to the way we collect, use or disclose personal information, we will take reasonable steps to notify affected individuals where required or appropriate under applicable Australian privacy laws.

13.5 Previous Versions

Pool Revive Co may retain previous versions of this Privacy Policy for record-keeping, legal and compliance purposes. Copies of previous versions may be made available upon reasonable request where appropriate.

Contact Us

14. Contact Us

If you have any questions, concerns or requests regarding this Privacy Policy or the way Pool Revive Co handles your personal information, we encourage you to contact us.

We are committed to responding to privacy-related enquiries in a timely, respectful and transparent manner and will take reasonable steps to address your concerns in accordance with applicable Australian privacy laws.

14.1 Privacy Enquiries

You may contact Pool Revive Co to:

- Request access to your personal information;
- Request correction of your personal information;
- Update your contact details;
- Make a privacy-related enquiry;
- Raise a concern about the handling of your personal information; or
- Submit a privacy complaint.

Pool Revive Co

Website: www.poolreviveco.com.au

Email: enquiries@poolreviveco.com.au

Phone: [Insert Business Phone Number]

14.2 Privacy Complaints

If you believe Pool Revive Co has breached your privacy or has not handled your personal information in accordance with this Privacy Policy or applicable Australian privacy laws, you may submit a written complaint using the contact details above.

Please include sufficient information to allow us to understand and investigate your complaint.

We will acknowledge receipt of your complaint and aim to investigate and respond within a reasonable timeframe.

14.3 Escalating Your Complaint

If you are not satisfied with our response, or you believe your complaint has not been adequately resolved, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

Office of the Australian Information Commissioner (OAIC)

Website: <https://www.oaic.gov.au>

Telephone: 1300 363 992

Post:

GPO Box 5218

Sydney NSW 2001

Australia

The OAIC is the independent Australian Government agency responsible for privacy regulation and can provide information about your rights under the **Privacy Act 1988 (Cth)**.

Thank you for taking the time to read the Pool Revive Co Privacy Policy. We value your trust and are committed to protecting your personal information and respecting your privacy.