

Privacy Policy

Chem-Dry Metro Carpet Cleaning Melbourne respects the privacy of its customers and people we do business with, and we strive to comply with the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (the Privacy Act). This Privacy Policy outlines how Chem-Dry Metro will handle personal information about you. As we may sometimes collect personal information online through www.carpetcleanersmelbourne.com.au (our website), this Privacy Policy also outlines our approach to online privacy issues. Our Privacy Policy is divided into the following sections:

1. HOW AND WHY CHEM-DRY METRO COLLECTS PERSONAL INFORMATION.

Chem-Dry Metro needs to collect personal information in order to conduct its business. We collect personal information from members of the public who contact us through our website or by telephone. For example, our website contains a section called "Request A Quote" for customers who want us to contact them and for those who are visiting our website during our non working hours. In order for us to respond, we must collect personal information from you (including your name, email address, suburb etc) in order to contact you. Chem-Dry Metro's policy is only to use personal information collected from its clients or business contacts for the business purpose for which it was collected, and not for any other purpose. We do not collect personal information that we do not need.

2. WILL YOUR PERSONAL INFORMATION BE GIVEN TO ANYONE ELSE?

Chem-Dry Metro will not sell, rent or trade personal information about you to or with others. Personal information collected by Chem-Dry Metro may not be disclosed to third parties. The only time Chem-Dry Metro would make disclosures of personal information is if we are required to do so by law, or if the disclosure is permitted under the Privacy Act.

3. HOW IS YOUR PERSONAL INFORMATION STORED?

Chem-Dry Metro takes physical, electronic and managerial steps to ensure that the personal information it holds is secure from unauthorised access, destruction, use, modification or disclosure. We only permit your details to be accessed by authorised personnel.

4. YOUR RIGHT OF ACCESS AND CORRECTION.

Under the Privacy Act, you have the right to seek access to information which Chem-Dry Metro holds about you (although there are some exceptions to this). You also have the right to ask us to correct information about you which is inaccurate, incomplete or out of date. If you wish to exercise your right under the Privacy Act to seek access to the personal information that Chem-Dry Metro holds about you, or if you believe that personal information about you is not accurate, complete or up to date, you should contact us, including the details of your request for correction (if applicable). Please note that the personal information we hold about you will be information that you have provided to us. We will assume (unless you tell us otherwise) that your request relates to our current records about you. To provide you with access to "current" personal information, Chem-Dry Metro would ordinarily provide you with a print-out of the relevant personal information from our databases, or with photocopies of records which are held only on paper files. Ordinarily, Chem-Dry Metro will not charge you for the cost of providing this type of access to these records. For legal and administrative reasons, Chem-Dry Metro may also store records containing personal information in its archives.

5. ONLINE COLLECTION OF PERSONAL AND NON-PERSONAL INFORMATION.

As noted above, Chem-Dry Metro may collect personal information about you from our website if it is volunteered by you through our "Request A Quote" or "Contact Us" pages. Otherwise, Chem-Dry Metro does not collect personal information about you through our website. However, our website may also collect other information that may not be personal information. For each visitor to our website, our server automatically recognises and stores the visitor's domain name, but not their email address. Sometimes our website contains links to other websites, for your convenience and information. When you access a website other than www.carpetcleanersmelbourne.com.au, please understand that Chem-Dry Metro is not responsible for the privacy practices of that site. We suggest that you review the privacy policies of each site you visit.

6. ADDITIONAL PRIVACY INFORMATION & HOW TO CONTACT CHEM-DRY METRO.

Chem-Dry Metro may change its Privacy Policy at any time. We will make this Privacy Policy available to anyone through our website. For further information about privacy issues and the protection of privacy visit the Australian Federal Privacy Commissioner's website at www.privacy.gov.au.