



Privacy Policy

Your privacy is very important to us. At Snap Pest Control we ensure any information you provide to us through the use of our services will remain secure.

Protecting your privacy.

At Snap Pest Control, privacy is extremely important. We have an obligation to ensure we comply with any Australian Federal and State Privacy Legislation when collecting and handling personal information. This document describes how Snap Pest Control collects, stores, uses and discloses personal information collected from our clients in accordance with the Australian Privacy Principles contained in the Privacy Act 1988.

What constitutes personal information?

Personal information includes any information about an individual from which that individual can be identified. At Snap Pest Control, we collect information from you when you contact us, register an interest in one of our services from our website or social media pages, when you interact with us on social media, call us, fill in an online form, subscribe to a newsletter or book a service.

Personal information that we may collect, and hold include:

- Name
- DOB
- Gender
- Location/Address
- Email
- Phone number
- Payment and credit card details
- ABN/CAN
- Driver license number and state
- Other identification document details
- Any other relevant information

How do we collect your personal information?

Snap Pest Control will generally collect personal information directly from our clients. We can collect this information in several different ways:

- During phone calls with our staff
- Electronically via our website, social media, and emails
- From a representative who may contact us on your behalf
- On forms or other correspondence, in writing or electronically, completed by you.
- When we perform a service at your location
- From any third party we contract to collect and/or manage data on our behalf
- Through any publicly available sources such as the internet and telephone directories
- Through law enforcement, dispute resolution, statutory and regulatory bodies.

We will endeavour to destroy or de-identify any personal information that we receive about you that was not requested by us, and we determine that we could not have lawfully collected that information had we requested it.

If you don't provide us with this information.

You have the legal right not to give us any information and not identify yourself. However, if you do choose not to give us the personal information we request, we may not be able to provide you with the services you require.

How do we use and disclose your personal information?

Snap Pest Control has a duty to maintain the confidentiality of our client's personal information. We collect this personal information in order to provide services to our clients. With consent, we may also use personal information collected for related purposes including providing clients with updates on our services.

Personal information is collected so that we can:

- Ensure we are compliant as a business.
- Provide the services required and complete the business transaction.
- To better manage our client relationship
- Resolve any legal and/or customer complaints or issues.
- Facilitate business operations, including performing other functions and activities relating to the business of Snap Pest Control and improve our services.
- Identify client needs and provide more information to clients in relation to products, services, and promotions, including those of third parties that might interest the client.

Your personal information may be used to provide information to you about our services or products or those provided by third parties what we believe may be of interest to you. We may provide your personal information to such third-party organisations for specific marketing purposes; however, we will not do so if you explicitly indicate you do not want us to.

You can direct us not to contact you in relation to our products and services, and not to disclose your information to others for that purpose by contacting us or, where applicable, by clicking the "unsubscribe" button from any promotional emails or by contacting us using our contact details provided on our website, social media or at the bottom of this document.

How we store your personal information

We collect and hold your personal information in various ways, including:

- In our online and computer systems or databases, which may involve storing data on computer systems provided by third parties.
- Paper records
- Telephone recordings.
- Online booking systems
- Online quote or information forms
- Contact on social media.

We have safeguards in place to protect the personal information that we collect, from misuse, interference, loss, unauthorised access, modification or disclosure. Access to personal information is restricted to only those who are authorised to access it. We will take reasonable steps to destroy or permanently de-identify any personal information after it can no longer be used in accordance with this policy.

How to access or correct your personal information

Snap Pest Control take reasonable steps to ensure that information we hold about our clients is accurate, up to date, complete and relevant when we use it or disclose it. You should contact us if you believe your information is incorrect.

You can contact us to correct this information using any of the means outlined at the bottom of this policy document.

Contact details:

If you need to get in contact with us in relation to any of the information outlined in this policy, please feel free to contact us on any of the details below.

Email – snapppestcontrol@outlook.com

Website – www.snapppestcontrol.com.au

Phone – 0422 792 813