

Privacy Policy

Over The Top Roofing Specialist ("we", "us", "our") is committed to protecting your privacy and handling personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy explains how we collect, use, disclose and protect your personal information when you interact with our website <https://overthetoproofing.com.au/>, contact us, or use our services.

1. Personal information we collect

We may collect personal information that is reasonably necessary for our business operations, including but not limited to:

- Your name
- Phone number
- Email address
- Property address or suburb
- Details about your roofing enquiry or service request
- Any information you choose to provide when contacting us

We may also collect non-identifiable information automatically when you visit our website, such as:

- IP address
- Browser type
- Pages visited and time spent on the site
- Referral source

2. How we collect personal information

We collect personal information in the following ways:

- When you submit an enquiry or form on our website
- When you contact us by phone, email, SMS, or social media
- When you engage us for roofing inspections, repairs or related services
- Through cookies and similar technologies on our website

3. How we use your personal information

We use personal information for purposes including:

- Responding to enquiries and providing quotes
- Delivering roofing services and managing bookings
- Communicating with you about your job or enquiry
- Improving our website, services and customer experience
- Internal administration and record-keeping
- Complying with legal and regulatory obligations

We will not use your personal information for purposes unrelated to our services without your consent, unless permitted or required by law.

4. Disclosure of personal information

We may disclose your personal information to:

- Our employees and contractors where required to deliver services
- Trusted third-party service providers (such as booking systems, CRM platforms, website hosting, marketing or analytics providers)
- Regulatory authorities where required by law

We take reasonable steps to ensure that any third parties we share information with handle it securely and in accordance with privacy obligations.

5. Cookies and website analytics

Our website may use cookies and third-party analytics tools (such as Google Analytics) to understand how visitors use the site and to improve performance.

You can disable cookies through your browser settings, however this may affect some website functionality.

6. Storage and security of personal information

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

Personal information may be stored electronically or in hard copy form and is only retained for as long as necessary to fulfil the purpose for which it was collected or as required by law.

7. Access and correction

You have the right to request access to the personal information we hold about you and to request corrections if the information is inaccurate, incomplete or out of date.

To make a request, please contact us using the details below. We may require verification of your identity before processing your request.

8. Direct marketing

We may contact you with information related to our services where you would reasonably expect us to do so. You can opt out of marketing communications at any time by contacting us or using the unsubscribe option where provided.

9. Complaints

If you believe we have breached your privacy or the Australian Privacy Principles, you may contact us using the details below. We will respond to privacy complaints within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

10. Contact us

For any questions about this Privacy Policy or how we handle personal information, please contact:

Over The Top Roofing Specialist Website: <https://overthetoproofing.com.au/> Email: info@overthetoproofing.com.au Phone: As listed on our website

11. Updates to this policy

This Privacy Policy may be updated from time to time. The current version will always be available on our website.

Last updated: 30 January 2026