RAP Enterprises Pty Ltd T/A

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Privacy Policy

Last updated: 2 November 2026

Scratchless Glass Australia is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, store, and disclose your personal information in accordance with the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988* (Cth).

1. Personal Information We Collect

We may collect personal information that is reasonably necessary for our business functions and activities. This may include:

- **Contact details:** Name, email address, phone number, physical address, and billing address.
- **Account/Service details:** Details of products or services you inquire about or purchase from us.
- **Technical data:** IP address, browser type, device details, and user behaviour on our website gathered via cookies and analytics.
- **Communication history:** Records of any correspondence or feedback you send to us.

2. How We Collect Personal Information

We collect personal information directly from you when you:

- Fill out a contact, quote, or inquiry form on our website.
- Subscribe to a newsletter or register an account.
- Purchase a product or service.
- Contact us via phone, email, or social media.

We may also collect technical data automatically via cookies and tracking technologies when you browse our website.

3. Purpose of Collection and Use

We collect, hold, use, and disclose your personal information for the following purposes:

- To provide you with our products, services, or quotes.
- To communicate with you regarding your inquiries or bookings.
- To process payments, invoices, and purchase orders.
- To send you administrative notices, updates, and marketing communications (where opted-in).
- To improve website functionality, customer service, and business operations.
- To comply with our legal and regulatory obligations.

4. Disclosure of Personal Information

We do not sell your personal information. However, we may disclose personal information to:

- Our employees, contractors, and related entities on a need-to-know basis.
- Third-party service providers who assist our operations (e.g., IT hosting, payment processing, billing, software services).
- Courts, regulatory authorities, or law enforcement bodies if required or authorized by law.

5. Data Security and Storage

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. We store data using secure electronic servers, encryption, and restricted access controls.

While we strive to protect your personal data, no internet transmission or electronic storage system is 100% secure.

6. Access to and Correction of Personal Information

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

To request access or correction, please contact us using the details below. We may need to verify your identity before processing your request.

7. Cookies and Analytics

Our website uses cookies and analytics tools (such as Google Analytics) to analyze web traffic and enhance your browsing experience. You can choose to disable cookies through your browser settings, though some website features may not function as intended.

8. Third-Party Links

Our website may contain links to external websites. We are not responsible for the content or privacy practices of third-party websites and encourage you to review their respective privacy policies.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements or our operational practices. Any updates will be posted on this page with a revised "Last updated" date.

10. Contact Us & Complaints

If you have any questions, concerns, or complaints regarding how we handle your personal information, please contact us at:

- **Business Name:** Scratchless Glass Australia
- **Attn:** Renine Philpott
- **Email:** info@scratchlessglass.com.au
- **Phone:** 0408 298 620
- **Postal Address:** 108 Paradise Circuit Maroochydore QLD 4558

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