



PRIVACY POLICY

Bigdog Welding and Fabrication Pty Ltd trading as Express Laser NQ

Effective date: 29 September 2026

Bigdog Welding and Fabrication Pty Ltd is committed to handling personal information responsibly and transparently. We operate in Australia and trade as Express Laser NQ.

1. What information we collect

We may collect personal information that you provide to us when you contact us, request a quote, place an order, communicate with us, or interact with our website or social media pages.

- name and business name;
- telephone number and email address;
- business or delivery/collection details where relevant to providing our services;
- information contained in enquiries, quotations, orders and other communications;
- files, drawings, DXF files, images, measurements and other information you choose to upload or provide for a project; and
- other information reasonably necessary to provide our products and services or respond to your enquiry.

We do not collect credit card details through our website. Our usual payment method is bank transfer using the bank account details provided on our invoices.

2. How we collect information

- through our website enquiry and quote forms, including uploaded files;
- by telephone, email or other direct communication;
- when you engage us for products or services;
- when you interact with our Facebook or Instagram pages; and
- from third parties where reasonably necessary to provide our services or where permitted or required by law.

3. Why we collect and use personal information

We use personal information to respond to enquiries, prepare quotes, communicate with customers, provide and deliver our products and services, manage orders and accounts, arrange delivery or collection, maintain business records, improve our services, communicate about matters relevant to an existing customer relationship, and comply with legal or regulatory obligations.

We do not use the information collected through our website for Google Ads remarketing or similar Google advertising campaigns.

4. Disclosure of personal information

We may disclose personal information where reasonably necessary to provide our services or operate our business, including to employees and contractors, website and technology service providers, professional advisers, insurers, delivery or freight providers, suppliers and subcontractors. We may also disclose information where required or authorised by law.

We do not sell personal information.

5. Overseas service providers

Our business operates in Australia. However, some third-party service providers we use to support our website, online forms, email, cloud services, hosting, analytics or other business systems may store or process information outside Australia. Where this occurs, the information may be handled in accordance with the provider's privacy practices and applicable law.

6. Website cookies and analytics

Our website may use cookies or similar technologies to support website functionality and, where enabled by our website provider, understand general website usage and performance. We do not use Google Ads remarketing.

Third-party social media platforms, including Facebook and Instagram, may use their own cookies, tracking technologies and privacy practices when you interact with their services. Their privacy policies apply to information they collect through those platforms.

7. Security

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. No method of electronic transmission or storage can be guaranteed to be completely secure.

8. Access and correction

You may request access to personal information we hold about you and ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. Requests can be made using the contact details below.

9. Privacy complaints

If you have a concern about how we have handled your personal information, please contact us first so we can investigate and respond. We will handle privacy complaints fairly and as promptly as reasonably practicable.

Email: info@expresslasernq.com.au

If the Privacy Act 1988 (Cth) applies to your complaint and you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

10. Third-party websites

Our website and social media may contain links to third-party websites or services. We are not responsible for the privacy practices, content or security of websites we do not own or control. We encourage you to review the privacy policy of any third-party website you visit.

11. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, website, technology or legal obligations. The current version will be published on our website.

12. Contact

Bigdog Welding and Fabrication Pty Ltd trading as Express Laser NQ

Email: info@expresslasernq.com.au