

Privacy Policy

Mi Plumber Wagga Wagga

Website: www.miplumber.com.au | Email: info@miplumber.com.au | Phone: 0412 219 785

Last updated: 22 June 2026

Mi Plumber Wagga Wagga respects your privacy and is committed to handling personal information in a careful, fair and transparent way. This Privacy Policy explains how we collect, use, store and disclose personal information when you use our website, contact us, request a quote, book a plumbing service, or otherwise deal with us.

1. Who we are

Mi Plumber Wagga Wagga provides plumbing and wastewater services in Wagga Wagga and surrounding communities, including residential plumbing, emergency plumbing, blocked drains, wastewater treatment and septic systems.

Business details: ABN 84 105 571 471; plumbing licence 75322c; Wagga Wagga NSW 2650; email info@miplumber.com.au; phone 0412 219 785; Max 0474 460 885.

2. What personal information we collect

We may collect personal information that you provide to us directly, including your name, phone number, email address, service address, suburb, booking details, enquiry details, preferred contact times, and information about the plumbing issue or service you need.

If you ask us to attend a property, we may collect details needed to complete the job, such as access instructions, photos you send to us, job notes, invoice details and records of communications with you.

We may also collect limited technical information when you use our website, such as your IP address, browser type, device information, pages visited, referral source, approximate location and cookie identifiers.

3. How we collect personal information

We collect personal information when you call us, email us, submit an enquiry form, request a quote, book a service, interact with our website, communicate with us through social media or online business listings, or provide information to our team while a job is being arranged or completed.

Where practical, we collect personal information directly from you. Sometimes we may receive information from another person acting on your behalf, such as a family member, tenant, landlord, property manager, builder, insurer or other tradesperson.

4. Why we collect and use personal information

We collect and use personal information so we can respond to enquiries, provide advice, prepare quotes, schedule and complete plumbing work, contact you about bookings, issue invoices and receipts, keep business records, manage warranties or follow-up work, improve our services, maintain website security and comply with legal or regulatory obligations.

We may also use your contact details to follow up after a job, ask for feedback or reviews, or send relevant service information. You can ask us not to send marketing or review request messages at any time.

5. Cookies, analytics and online tools

Our website may use cookies, analytics tools, call tracking, form tracking, security tools, embedded maps, links to social media platforms, and similar technologies to operate the website, understand how people use it, measure advertising performance and improve customer enquiries.

These tools may collect technical information such as device details, IP address, pages visited, time on site and referral source. You can adjust your browser settings to refuse or delete cookies, but some website functions may not work as intended.

6. Disclosure of personal information

We may disclose personal information where reasonably necessary to provide our services or operate our business. This may include disclosure to employees, contractors, suppliers, website hosts, IT service providers, payment or accounting providers, professional advisers, insurers, regulators, emergency services, or another person you authorise.

We do not sell personal information. We only disclose personal information for the purposes described in this policy, where you have consented, where required or authorised by law, or where necessary to protect safety, property or legal rights.

7. Third-party websites and platforms

Our website may link to third-party websites or platforms, including Facebook, Instagram, Google Business Profile and Localsearch. Those third parties may collect and handle information under their own privacy policies.

We are not responsible for the privacy practices of third-party websites or platforms. You should review their privacy policies before providing personal information to them.

8. Overseas disclosure

Some service providers we use, such as website, email, analytics, cloud storage, advertising or software providers, may store or process information outside Australia. Where this occurs, we take

reasonable steps to use reputable providers and protect personal information in accordance with this policy.

9. How we protect personal information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. These steps may include password protection, access controls, secure systems, staff awareness, secure record keeping and limiting access to information to people who need it for business purposes.

No internet transmission or electronic storage method is completely secure. If we become aware of a data breach that is likely to result in serious harm, we will take appropriate steps in line with applicable Australian privacy and data breach requirements.

10. How long we keep personal information

We keep personal information for as long as reasonably needed for the purposes it was collected, including to provide services, manage enquiries, keep business and tax records, resolve disputes, meet warranty obligations and comply with legal requirements.

When information is no longer required, we will take reasonable steps to securely destroy, delete or de-identify it.

11. Accessing or correcting your personal information

You may contact us to ask for access to personal information we hold about you, or to ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading.

We may need to verify your identity before responding. In some situations, we may not be able to provide access to particular information, but if this happens we will explain why where it is reasonable to do so.

12. Complaints and privacy concerns

If you have a privacy question, concern or complaint, please contact us first so we can try to resolve it promptly.

Email: info@miplumber.com.au

Phone: 0412 219 785

Postal/location details: Wagga Wagga NSW 2650

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) for information about privacy complaints in Australia.

13. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes to our business, website, service providers or legal obligations. The latest version will be published on our website with the updated date shown at the top.

Topic	Summary
Main reason we collect information	To respond to enquiries, quote, book and deliver plumbing services.
Typical information collected	Name, phone, email, service address, enquiry details, job notes and website usage data.
Who we may share it with	Team members, contractors, suppliers, IT/website providers, professional advisers and regulators where needed.
How to contact us	info@miplumber.com.au or 0412 219 785.