

Privacy Policy

1. Overview

Totalsurfaces (“we”, “our”, “us”) is committed to protecting your privacy.

This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit **Totalsurfaces.com.au** or interact with our services.

We comply with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

2. Information We Collect

We may collect the following types of information:

Personal Information

- Name
- Email address
- Phone number
- Billing and shipping address
- Business details (for trade accounts)

Order & Transaction Information

- Products purchased
- Payment method (we do **not** store card details)
- Delivery information
- Order history

Website & Technical Data

- IP address
- Browser type
- Device information
- Pages visited
- Cookies and analytics data

Optional Information

Provided voluntarily through:

- Contact forms
- Quote requests

- Trade account applications
- Newsletter sign-ups

3. How We Use Your Information

We use your information to:

- Process and deliver orders
- Provide customer support
- Respond to enquiries
- Improve website performance and user experience
- Send order updates and service notifications
- Manage trade accounts and project enquiries
- Comply with legal obligations

Marketing emails are sent only with your consent, and you may unsubscribe at any time.

4. Cookies & Analytics

Totalsurfaces uses cookies and analytics tools to:

- Improve website functionality
- Understand browsing behaviour
- Track performance and traffic patterns

You may disable cookies in your browser settings, but some features may not function correctly.

5. Sharing Your Information

We do **not** sell or rent your personal information.

We may share information with trusted third parties only when necessary to operate our business, including:

- Payment processors
- Freight and delivery partners
- IT and website service providers
- Email and marketing platforms (for opted-in users)
- Manufacturers or suppliers for warranty or product support

All third-party partners are required to protect your information in line with Australian privacy standards.

6. Data Storage & Security

We take reasonable steps to protect your information from:

- Unauthorised access
- Loss
- Misuse
- Modification

Data is stored securely using encrypted systems and reputable service providers.

Payment information is processed through secure, PCI-compliant gateways.

7. Accessing or Updating Your Information

You may request to:

- Access the personal information we hold
- Update or correct your details
- Request deletion of your information (where legally permitted)

To make a request, contact: total.surfaces.cork@gmail.com

8. Email Marketing

If you subscribe to our mailing list, we may send:

- Product updates
- New releases
- Promotions
- Project inspiration
- Technical resources

You can unsubscribe at any time via the link in the email.

9. Third-Party Links

Totalsurfaces.com.au may contain links to external websites.

We are not responsible for the privacy practices or content of third-party sites.

10. Changes to This Policy

We may update this Privacy Policy from time to time.

The latest version will always be available on our website.

Continued use of the site indicates acceptance of any changes.