
PRIVACY POLICY

Last updated: 13 February 2026

Patterson Electrical (ABN 15 768 227 502) (“we”, “us”, “our”) is committed to protecting your privacy as a customer and as a visitor to our website **patterson-electrical.com**.

This Privacy Policy explains how we collect, use, disclose and protect your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

By using our website or engaging our services, you consent to the practices described in this policy.

1. INFORMATION WE COLLECT

In the course of operating our website and providing electrical services, we may collect personal information including:

- full name
- company or business name
- email address
- telephone number
- billing and service address
- payment details (processed securely via third parties)
- IP address and device information
- geographic location
- enquiry details and support communications
- website usage data
- social media handles or publicly provided information

(collectively referred to as **Personal Information**)

We only collect personal information that is reasonably necessary for our business functions and activities.

2. CHILDREN’S PRIVACY

Our services are not directed to individuals under the age of 18. We do not knowingly collect Personal Information from minors.

If we become aware that Personal Information has been provided by a person under 18, we will take reasonable steps to delete that information. Parents or guardians who believe this has occurred should contact us using the details below.

3. HOW WE USE YOUR INFORMATION

We may use your Personal Information to:

- provide and deliver our electrical services
- respond to enquiries and customer requests
- issue quotes, invoices and service communications
- provide technical support
- improve our website and service delivery
- send important service updates
- send marketing communications (where consent has been given)
- comply with legal and regulatory obligations
- protect our lawful business interests

Marketing communications

We will only send promotional or marketing communications where you have consented or where otherwise permitted by law. You may opt out at any time by:

- clicking the unsubscribe link (where available), or
 - emailing enquiry@patterson-electrical.com
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4. WEBSITE ANALYTICS AND NON-IDENTIFIABLE DATA

We may collect aggregated or anonymised data about how users interact with our website. This information does not identify you personally and is used to:

- administer and improve our website
- analyse traffic and usage trends
- improve customer experience
- support marketing and advertising activities

Any testimonials, reviews or comments you voluntarily publish on our website may be publicly visible.

5. STORAGE AND SECURITY

We take reasonable technical and organisational measures to protect Personal Information from misuse, interference, loss, unauthorised access, modification or disclosure.

Security measures include:

- secure hosting environments
- encryption of sensitive data in transit
- restricted access to personal information
- use of reputable third-party payment processors

Important: Patterson Electrical does not store full credit card details on its own servers.

6. OVERSEAS DISCLOSURE

Some of our service providers (such as cloud hosting, analytics or payment processors) may store or process data outside Australia.

Where overseas disclosure occurs, we take reasonable steps to ensure the recipient complies with privacy obligations substantially similar to the Australian Privacy Principles.

7. DATA RETENTION

We retain Personal Information only for as long as reasonably necessary to:

- provide our services
- comply with legal obligations
- resolve disputes
- enforce our agreements

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

8. COOKIES AND TRACKING TECHNOLOGIES

Our website uses cookies and similar technologies to enhance user experience and analyse website performance.

Cookies may be used to:

- remember user preferences
- analyse website traffic
- enable social media functionality

- support targeted advertising (e.g. Google Ads, Meta/Facebook)

You can disable cookies through your browser settings; however, doing so may affect website functionality.

9. DISCLOSURE TO THIRD PARTIES

We do **not** sell, rent or trade Personal Information.

We may disclose Personal Information to trusted third parties where reasonably necessary, including:

- payment processors
- IT and hosting providers
- professional advisers
- regulatory authorities where required by law

All third-party providers are required to handle Personal Information in accordance with applicable privacy laws.

10. LEGAL DISCLOSURE

We may disclose Personal Information where required or authorised by law, including to:

- comply with court orders, subpoenas or regulatory requirements
- respond to lawful requests from government or law enforcement
- protect the rights, property or safety of Patterson Electrical, our customers or others

In the event of a business sale, merger or restructure, Personal Information may be transferred under appropriate confidentiality arrangements.

11. LINKS TO OTHER WEBSITES

Our website may contain links to external websites. We are not responsible for the privacy practices of third-party sites.

We encourage users to review the privacy policies of any external websites they visit.

12. ACCESS AND CORRECTION

You may request access to the Personal Information we hold about you and request corrections if necessary.

To make a request, contact us using the details below. We will respond within a reasonable timeframe in accordance with the Privacy Act.

13. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time to reflect changes in legal requirements or business practices.

The latest version will always be available on our website. Continued use of our website constitutes acceptance of the updated policy.

14. CONTACT US

If you have any questions, requests or privacy concerns, please contact:

Patterson Electrical

ABN: 15 768 227 502

Email: [**enquiry@patterson-electrical.com**](mailto:enquiry@patterson-electrical.com)

We aim to respond to all privacy enquiries within **2 business days**.