



Privacy Notice

Privacy Statement

WA Glass Pet Doors understands that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. By visiting waglasspetdoors.com.au, you are accepting the practices described in this Privacy Notice.

Controllers of Personal Information

Any personal information provided to or gathered by waglasspetdoors.com.au is controlled by WA Glass Pet Doors, 4/65 Solomon Road, Jandakot 6164 Western Australia.

What Personal Information About Customers Does waglasspetdoors.com.au Gather?

The information we learn from customers helps us personalise and continually improve your experience with WA Glass Pet Doors. We use the information to communicate with you about products, services and promotional offers, update our records and generally maintain your accounts with us. We also use this information to improve our website, prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf.

The types of information we gather:

Information You Give Us: We receive and store any information you enter on our website or give us in any other way. We use the information that you provide for such purposes as responding to your quote requests, customising future services for you, improving our offerings, and communicating with you.

Transactional Notifications: We provide notifications for certain activities relating to your use of our Services despite your indicated e-mail preferences, for example, we may send you notices of any updates to our Terms of Service or Privacy Policy.

Marketing Communications: To help us make e-mails more useful and valuable to you, we often receive a confirmation when you open e-mail from waglasspetdoors.com.au. By providing your contact details you are agreeing to receive occasional communication from WA Glass Pet Doors in the form of e-newsletters, product announcements, feedback forms and promotions. You may withdraw your consent to receiving such communications from us at any time by following the opt-out instructions in each communication.

Automatic Information: We receive and store certain types of information whenever you interact with us. For example, like many websites, we use "cookies," and we obtain certain types of information when your web browser accesses waglasspetdoors.com.au or advertisements and other content served by or on behalf of waglasspetdoors.com.au on other websites.

Information from Other Sources: We might receive information about you from other sources and add it to our account information.



What About Cookies?

To enable our systems to recognise your device and to provide features to you, we use cookies. For more information about cookies and how we use them, please read our Cookies & Internet Advertising policy (if applicable, otherwise remove this sentence or create a policy).

Does waglasspetdoors.com.au Share the Information It Receives?

Information about our customers is an important part of our business and we are not in the business of selling it to others. Waglasspetdoors.com.au shares customer information only as described below and with other WA Glass Pet Doors related entities (if applicable) that are either subject to this Privacy Notice or follow practices at least as protective as those described in this Privacy Notice.

Third-Party Service Providers: We employ other companies and individuals to perform functions on our behalf. Examples include e-mails, removing repetitive information from customer lists, analysing data, providing marketing assistance, providing search results and links (including paid listings and links), processing customer payments and providing customer service. They have access to personal information needed to perform their functions. Further, our Third-Party Service Providers must process the personal information in accordance with this Privacy Notice and as permitted by applicable data protection laws.

Protection of waglasspetdoors.com.au and Others: We release account and other personal information when we believe release is appropriate to comply with the law; enforce or apply our Conditions of Use and other agreements; or protect the rights, property or safety of waglasspetdoors.com.au, our users or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction. However, this does not include selling, renting, sharing or otherwise disclosing personally identifiable information from customers for commercial purposes in a way that is contrary to the commitments made in this Privacy Notice.

With Your Consent: Other than as set out above, you will receive notice when information about you might go to third parties, and you will have an opportunity to choose not to share the information.

Whenever we transfer personal information, we will ensure that the information is transferred in accordance with this Privacy Notice and as permitted by the applicable laws on data protection.

How Secure Is Information About Me?

We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input.

We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.

It is important for you to protect against unauthorised access to your password and to your computer (if applicable to your website's functionality). Be sure to sign off when finished using a shared computer.



What Choices Do I Have?

You may always choose not to provide information, even though it might be needed to make a purchase or enquiry with WA Glass Pet Doors.

If you do not want to receive e-mail or other communication from us, please contact info@waglasspetdoors.com.au.

The Help feature on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie or how to disable cookies altogether. Additionally, you can disable or delete similar data used by browser add-ons, such as Flash cookies, by changing the add-on's settings or visiting the website of its manufacturer. However, because cookies allow you to take advantage of some of waglasspetdoors.com.au's essential features, we recommend that you leave them turned on. For instance, if you block or otherwise reject our cookies, you may not be able to proceed with certain functionalities.

Are Children Allowed to Use waglasspetdoors.com.au?

WA Glass Pet Doors does not sell products or services for purchase by children. If you are under 18, you may use waglasspetdoors.com.au only with the involvement of a parent or guardian.

Conditions of Use, Notices, and Revisions

If you have any concern about privacy at waglasspetdoors.com.au, please e-mail info@waglasspetdoors.com.au with a thorough description and we will try to resolve the issue for you. Our business changes constantly and our Privacy Notice and the Conditions of Use will change also. We may e-mail periodic reminders of our notices and conditions, unless you have instructed us not to, but you should check our website frequently to see recent changes. Unless stated otherwise, our current Privacy Notice applies to all information that we have about you and your account.

We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.

Use of Photos and Video Footage

During and after the installation of your pet door, WA Glass Pet Doors may take photographs or video footage for the purpose of showcasing our work and for future marketing and business use. This may include:

- **Before and After Photos:** Images or video documenting the state of the door, window, or installation area before the pet door installation, and the finished result after the installation is complete.
- **Photos and Video During Installation:** Footage of our installers performing their work. These images are primarily for internal training, quality assurance, and to document the process, but may also be used for promotional purposes.
- **Photos and Video of the Pet Door in Use:** We may also take photos or videos of the installed pet door in use by your pets. This footage is invaluable for demonstrating the functionality and quality of our products and services.

Consent for Use

By engaging our services, you grant WA Glass Pet Doors the right to take such photos and video footage and to use them in our marketing and business activities. This includes, but is not limited to:



- **Social Media:** Posting on our social media platforms (e.g., Facebook, Instagram, YouTube) to showcase our work and engage with our community.
- **Marketing Collateral:** Using images in brochures, flyers, and other printed materials.
- **Website Features:** Displaying on our website's gallery, homepage, or other relevant pages to show examples of our installations.
- **Testimonials and Portfolio:** Using images as part of customer testimonials or to build a portfolio of our completed projects.
- **Advertising:** Utilising in online or print advertisements.
- **Training Materials:** Incorporating into internal staff training and development materials.

Anonymity and Privacy

While we reserve the right to use these photos and videos, we understand your concern for privacy. We will take reasonable steps to ensure that any identifiable personal information, such as your house number, street name, or other personal effects that could be used to identify your specific location, is not visible or is appropriately blurred or edited out. Unless you provide us with a specific testimonial, we will not associate your name or address with the images.

Right to Opt-Out

If you are not comfortable with us taking or using photos or videos of the installation at your property, please inform our installer at the time of the visit. We will respect your decision and will not take any photos or videos for marketing purposes. If you have any concerns after the installation is complete, you may contact us at info@waglasspetdoors.com.au to request the removal of any identifiable images or videos from our public platforms. We will make every reasonable effort to comply with your request.

Ownership and Rights:

All photos and video footage taken by WA Glass Pet Doors during the installation process remain the property of WA Glass Pet Doors. You are not entitled to any compensation for the use of these images. You are also not permitted to use these images for your own commercial or promotional purposes without our prior written consent.