

Privacy Policy

Wattsun Pty Ltd (ABN: 50676639204) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth) ("Privacy Law"). This policy applies to all websites and services operated by Wattsun Pty Ltd ("Wattsun", "we", "us", or "our").

1. Collecting Your Personal Information

We may collect personal information in various ways, including when you:

- Visit our website or interact with its features.
- Request a quote, callback, or other services.
- Register on our website or place an order.
- Subscribe to newsletters or fill out forms.

The types of personal information we may collect include your name, email address, contact number, and address. Additionally, we may gather non-personal information, such as browser type, operating system, and Internet Service Provider.

Our website may use "cookies" to enhance your experience. Cookies store information about your interactions with the website. You can adjust your browser settings to decline cookies, but some website features may not function properly without them.

To improve relevance, we may use re-marketing cookies to serve advertisements based on your browsing activity. You may opt out through the [Network Advertising Initiative](#) or Google's [Ad Preference Manager](#), or use Google's Analytics Opt-out Browser Add-on.

2. Using Your Personal Information

We use your personal information for the following purposes:

- To fulfil orders and provide requested services.
- To send updates, offers, and other marketing communications (with your consent).

- To handle warranty claims.
- To improve customer support by responding to your requests efficiently.
- To enhance our website and service offerings.
- To administer promotions, surveys, and website features.

We may aggregate your personal information to understand general usage trends and enhance our services. Feedback provided by you may also be used to improve our products and services.

3. Disclosing Your Personal Information

You consent to us sharing your information with relevant subsidiaries and third parties, as follows:

- **Internal Operations:** We may share your information with Wattsun affiliates or third-party service providers to operate the business or website.
- **Legal Requirements:** If required by law or a court order, we may disclose your personal information.
- **Warranty Claims:** Your personal information may be shared with our suppliers to facilitate warranty claims.

By providing your information, you consent to the transfer of information to relevant parties as necessary.

4. Securing Your Information

We adopt best practices for data collection, storage, and security to protect against unauthorised access, alteration, disclosure, or destruction of your personal information.

5. Accessing Your Information

You may request access to your personal information by contacting our admin at admin@wattsun.com.au . We may require identification and charge a reasonable fee for access requests in specific cases. We will attempt to respond promptly, except when it may infringe upon another person's privacy.

6. Correcting Your Information

If any personal information we hold about you is incorrect, or if you would like it updated or deleted, please contact our admin at admin@wattsun.com.au . We will take reasonable steps to address your concerns and make corrections where necessary.

7. Complaints

If you have concerns or complaints about our handling of your personal information, or if you believe we have not complied with the Australian Privacy Principles, please address your concerns to our admin at admin@wattsun.com.au.

8. Unsubscribe

To unsubscribe from communications from us, please email our admin at admin@wattsun.com.au .

9. Updates to This Privacy Policy

Wattsun may update this Privacy Policy from time to time to reflect legal requirements or changes in our practices. The latest version will be available on our website.

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