



Pool Advise Privacy Policy

Type of website: Pool Water and Pool Improvements

Effective date: 1st day of June 2025, operated by Hitchins Australia Pty Ltd.

The director Chris Hitchins can be contacted at: info @pooladvise.com.au

1. **Purpose**

The purpose of this privacy policy (this "Privacy Policy") is to inform users of our Site of the following:

2. The personal data we will collect.
3. Use of collected data.
4. Who has access to the data collected.
5. The rights of Site users; and
6. The Site's cookie policy.
7. This Privacy Policy applies in addition to the terms and conditions of our Site.

8. **Consent**

By using our Site users agree that they consent to:

The conditions set out in this Privacy Policy; and

9. The collection, use, and retention of the data listed in this Privacy Policy.

10. **Personal Data We Collect**

We only collect data that helps us achieve the purpose set out in this Privacy Policy. We will not collect any additional data beyond the data listed below without notifying you first.

If you choose not to provide us with the personal data listed below, or if we are unable to collect that data, we may not be able to provide you with certain services or information, or may not be able to carry out an activity you have requested.

11. **Data Collected in a Non-Automatic Way**

We may also collect the following data when you perform certain functions on our Site:

12. First and last name.
13. Email address; and
14. Phone number.
15. Information about the pool and associated items
16. This data may be collected using the following methods:
17. Creating an account or completing a questionnaire – help form.

18. **How We Use Personal Data**

Data collected on our Site will only be used for the purposes specified in this Privacy Policy or indicated on the relevant pages of our Site. We will not use your data beyond what we disclose in this Privacy Policy.

19. The data we collect when the user performs certain functions may be used for the following purposes:
20. Communication.

21. **Who We Share Personal Data With**

Employees

We may disclose user data to any member of our organisation who reasonably needs access to user data to achieve the purposes set out in this Privacy Policy.

22. **Other Disclosures**

We will not sell or share your data with other third parties, except in the following cases:

23. If the law requires it.

24. If it is required for any legal proceeding.
25. To prove or protect our legal rights; and
26. To buyers or potential buyers of this company in the event that we seek to sell the company.
27. If you follow hyperlinks from our Site to another Site, please note that we are not responsible for and have no control over their privacy policies and practices.
28. **How Long We Store Personal Data**
User data will be stored for 20 years.

You will be notified if your data is kept for longer than this period.

29. **How We Protect Your Personal Data**
In order to protect your security, we use the strongest available browser encryption and store all of our data on servers in secure facilities. All data is only accessible to our employees. Our employees are bound by strict confidentiality agreements, and a breach of this agreement would result in the employee's termination.

While we take all reasonable precautions to ensure that user data is secure and that users are protected, there always remains the risk of harm. The Internet as a whole can be insecure at times and therefore, we are unable to guarantee the security of user data beyond what is reasonably practical.

30. **Children**
We do not knowingly collect or use personal data from children under 18 years of age. If we learn that we have collected personal data from a child under 18 years of age, the personal data will be deleted as soon as possible. If a child under 18 years of age has provided us with personal data, their parent or guardian may contact our privacy officer.
31. **How to Access, Modify, Delete, or Challenge the Data Collected**
If you would like to know if we have collected your personal data, how we have used your personal data, if we have disclosed your personal data and to who we disclosed your personal data, or if you would like your data to be deleted or modified in any way, please contact our privacy officer here: Robert Hitchins can be contacted at: info @pooladvise.info

32. **Cookie Policy**
A cookie is a small file, stored on a user's hard drive by a website. Its purpose is to collect data relating to the user's browsing habits. You can choose to be notified each time a cookie is transmitted. You can also choose to disable cookies entirely in your internet browser, but this may decrease the quality of your user experience.

33. We use the following types of cookies on our Site:

34. **Functional cookies**
Functional cookies are used to remember the selections you make on our Site so that your selections are saved for your next visits; and

35. **Analytical cookies**
Analytical cookies allow us to improve the design and functionality of our Site by collecting data on how you access our Site, for example data on the content you access, how long you stay on our Site, etc.

36. **Modifications**
This Privacy Policy may be amended from time to time in order to maintain compliance with the law and to reflect any changes to our data collection process. When we amend this Privacy Policy we will update the "Effective Date" at the top of this Privacy Policy. We recommend that our users periodically review our Privacy Policy to ensure that they are notified of any updates. If necessary, we may notify users by email of changes to this Privacy Policy.

37. **Contact Information**
If you have any questions, concerns or complaints, you can contact our privacy officer, Chris Hitchins can be contacted at: info @pooladvise.com.au