

Privacy Policy

Effective 19 September 2026 | Flawless Epoxy Flooring | ABN 78 770 369 818

This policy covers enquiries, Wix CRM contacts, floor designs, quote records, customer accounts, project communications and payment status handled by Flawless Epoxy Flooring.

1. Our approach

We respect your privacy and aim to handle personal information openly, carefully and consistently with the Australian Privacy Principles where they apply. This policy explains the information we collect, why we collect it and how you can contact us.

2. Information we collect

- When you acknowledge the existing-coating notice and submit your project, we record the notice version, your device-reported acknowledgement time and the time our server receives it. The current notice does not request or collect device location. Project records created through an earlier version may retain location information that you chose to share; that information is not a verified job address.
- Contact details, including your name, email address, phone number, suburb and postcode.
- Project information, including measurements, area names, intended use, concrete condition, exposure, finish, sheen, traction, colour, accent choices, notes, photographs and other information you provide.
- Quote, contract, appointment, invoice, payment status and communication records. Secure payment providers process card details; our floor-design tool does not collect or store full card details.
- Account and website information, such as a Wix member identifier, saved projects, consent records, enquiry identifiers, device/browser data, IP address, cookies and basic site analytics where enabled.

3. How we collect information

We collect information directly from you through contact and quote forms, telephone or email conversations, site visits, account activity and payments. We may also receive information from a person authorised to act for you, our website and payment providers, or a contractor involved in your project.

4. Why we use it

- To answer enquiries, create and manage floor designs, inspect sites, prepare quotes and provide services.
- To create and maintain customer and project records in Wix CMS and Wix CRM, communicate about your project, process payments, manage warranties and resolve issues.

- To secure and improve the website, prevent duplicate or fraudulent submissions, meet legal and accounting obligations, and establish or defend legal claims.
- We do not add form users to marketing lists merely because they make an enquiry. We will seek any consent required before sending marketing communications.

5. Storage and disclosure

Customer, enquiry and quote records may be stored using Wix website, CMS, CRM, member and payment services. Files such as site photographs or project documents may also be stored with reputable cloud or business service providers.

We may disclose relevant information to employees, installers, subcontractors, product suppliers, advisers, insurers, payment processors, IT and cloud providers, or regulators where reasonably needed for the purposes above. We do not sell personal information.

Some service providers may process or store information outside Australia. Their locations and systems can change. We take reasonable steps appropriate to the service and information involved, but cannot promise that every provider stores all data only in Australia.

6. Security and retention

We use reasonable administrative and technical safeguards and restrict backend collections to authorised access. No internet or storage system is completely secure. We retain information for as long as reasonably needed for the project, customer support, warranty, insurance, tax, legal and dispute purposes, then delete or de-identify it where practicable.

7. Access and correction

You may ask to access or correct personal information we hold about you. We may need to verify your identity. If access cannot be provided, we will explain why where required by law.

8. Cookies and links

Wix and connected services may use cookies or similar technologies for sign-in, security, functionality, payments and analytics. Browser settings can control some cookies, although disabling essential cookies may affect the website. Third-party links are governed by the third party's privacy practices.

9. Questions and complaints

Contact us with the details below and describe your concern. We will acknowledge and investigate privacy complaints within a reasonable period. If the Privacy Act applies and you are not satisfied, you may contact the Office of the Australian Information Commissioner at oaic.gov.au.

Privacy contact: contact@flawlessepoxyflooring.com | Flawless Epoxy Flooring, Toowoomba QLD

10. Changes

We may update this policy when our practices, providers or legal obligations change. The effective date at the top identifies the current version.