



Privacy Policy

ABN 19 557 602 339 | Adelaide, South Australia

0491 011 413 | willsflyscreenrepairs.com.au

Last updated: June 2026



1. Who We Are

Will's Flyscreen Repairs is a partnership based in Adelaide, South Australia. We provide mobile flyscreen repair and replacement services across Adelaide and surrounds.

We are committed to handling your personal information honestly, carefully, and only for the purposes you'd reasonably expect.

2. What Information We Collect

When you contact us through our website or by phone, we may collect:

- Your name
- Email address
- Phone number
- Suburb or property address
- Details of your enquiry or job

We may also take photographs at your property as part of carrying out our services. See section 3 for how we handle these.

We only collect information you provide to us directly. We do not use tracking tools, advertising cookies, or third-party analytics on our website.



3. Photographs

We may take photographs before, during, and after completing work at your property. These are used for:

- Internal record-keeping and job documentation;
- Warranty assessment and dispute resolution;
- Quality assurance.

Our photos typically show close-up images of screens, mesh, and frames. They do not generally show the exterior of a property or anything that would identify your home or its location, and we do not attach location data or your personal details to any image we publish.

Where a photograph could not reasonably identify your property or you as an individual, we may use it for promotional purposes — including on our website and social media — without seeking separate consent. Examples include close-up before-and-after shots of mesh or frame repairs.

Where a photograph could reasonably identify your property (for example, by showing a recognisable exterior), we will not use it for any promotional purpose without your prior agreement.

If you do not wish any photographs of your property to be used for promotional purposes, please let us know before work commences and we will record this preference on your job file. This will not affect the quality or availability of our service.

In practice, most of our job photos are tight close-ups of screens and frames. If we ever want to use a photo that shows more of your home, we will ask you first.

4. Why We Collect Your Information

We collect your personal information solely to:

- Respond to your enquiry;
- Schedule and carry out your service;
- Issue quotes and invoices;
- Keep a record of work completed at your property for warranty and dispute purposes.

We do not use your information for marketing, and we will not send you promotional messages unless you have specifically requested this.



5. How We Store Your Information

Your information is stored securely in our business records, which may include written notes, phone records, digital files such as emails or invoices, and job photographs. We retain customer records indefinitely for the purpose of maintaining accurate job histories, which helps us assist you with any future warranty or service enquiries.

Job photographs are stored on our business devices and are accessible only to the business partners of Will's Flyscreen Repairs. We take reasonable steps to protect all information from misuse, loss, and unauthorised access.

6. Who We Share Your Information With

We do not sell, rent, or share your personal information with third parties for any purpose.

The only circumstances in which your information may be disclosed are:

- Where required or authorised by law (for example, in response to a court order or regulatory request);
- Where necessary to resolve a genuine dispute involving your job (for example, to an insurer or dispute resolution body).

7. Accessing or Correcting Your Information

You have the right to request access to the personal information we hold about you, and to ask us to correct any information that is inaccurate or out of date.

To make a request, contact us at:

- Phone: 0491 011 413
- Website: willsflyscreenrepairs.com.au

We will respond to all requests within a reasonable time and at no charge.



8. Concerns or Complaints

If you have a concern about how we have handled your personal information, please contact us directly and we will do our best to resolve it.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC):

- Website: oaic.gov.au
- Phone: 1300 363 992

As a small business partnership with an annual turnover under \$3 million, Will's Flyscreen Repairs is not currently subject to the mandatory requirements of the Privacy Act 1988 (Cth). However, we choose to follow its principles because we believe it is the right way to treat our customers.

9. Changes to This Policy

We may update this Privacy Policy from time to time. The current version will always be available on our website at willsflyscreenrepairs.com.au.