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# Privacy Policy

## 12.1 Purpose

At Vamps Amps Electrical & Air Conditioning ("we," "our," "us"), we value and respect your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you use our services, visit our website, or interact with us.

## 12.2 Policy Statement

Vamps Amps Electrical & Air Conditioning is committed to protecting the privacy and confidentiality of personal and business information provided to us by our clients, employees, and partners. We understand the importance of safeguarding sensitive data and ensuring compliance with all applicable privacy laws and regulations. This policy outlines our practices for handling confidential and personal information in a manner that respects privacy, security, and confidentiality.

## 12.3 Information We Collect

We may collect the following types of personal information:

- **Contact Information:** This includes your name, email address, phone number, and mailing address when you request a quote or make inquiries about our services.
- **Payment Information:** If you make a payment for our services, we may collect credit card details, billing address, or other payment-related data.
- **Service Information:** We collect information related to the services we provide, such as job orders, service history, and feedback.
- **Website Usage Information:** We may collect non-personal information such as IP address, browser type, and activity on our website using cookies.

## 12.4 How We Use Your Information

We use the information we collect to:

- Provide and improve our electrical services.
- Respond to your inquiries, requests, or feedback.
- Process payments and manage billing.
- Send you promotional emails, newsletters, or updates related to our services (only if you've opted in).
- Maintain the security and performance of our website.
- Comply with legal obligations and resolve disputes.

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## 12.5 How We Protect Your Information

We implement a variety of security measures to protect your personal information, including encryption, firewalls, and secure servers. However, please be aware that no method of online transmission or electronic storage is 100% secure, and we cannot guarantee absolute security.

## 12.6 Sharing Your Information

We will not sell, rent, or lease your personal information to third parties. We may share your information in the following circumstances:

- Service Providers: We may share your information with trusted third-party service providers who assist in delivering our services (e.g., payment processors).
- Legal Compliance: We may disclose your information if required by law or in response to a valid legal request, such as a court order or government inquiry.

## 12.7 Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website. These technologies help us analyse website traffic and improve functionality. You can adjust your browser settings to refuse cookies or alert you when cookies are being sent, though this may affect your ability to use certain features on our website.

## 12.8 Your Rights and Choices

You have the right to:

- Access, update, or delete your personal information.
- Opt out of receiving promotional emails at any time by clicking the "unsubscribe" link in the email or contacting us directly.
- Withdraw consent for data processing where consent is required.

## 12.9 Children's Privacy

Our services are not intended for individuals under the age of 13, and we do not knowingly collect personal information from children. If we become aware that we have collected personal information from a child under 13, we will take steps to delete that information.

## 12.10 Contact Us

If you have any questions about this Privacy Policy or our practices regarding your personal information, please contact us at:

Vamps Amps Electrical & Air Conditioning  
20 Formby Place, CRANBOURNE VIC 3977  
0479 003 100  
vampsampselectrical@gmail.com

