

Privacy Policy

Effective Date: July 2026

Privacy Policy

The Zimmermann Oz Pty Ltd ("TZO", "we", "our", or "us") is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, disclose and protect your personal information when you visit our website, communicate with us, or engage our services.

1. What Personal Information We Collect

Depending on how you interact with us, we may collect:

- Your name
- Phone number
- Email address
- Residential or project address
- Details about your building project
- Information you provide through enquiry forms
- Records of communications with us
- Any documents or plans you choose to provide
- Website usage information, including IP address, browser type and pages visited

Where practical, you may choose not to provide certain information, however this may affect our ability to respond to your enquiry or provide our services.

2. How We Collect Information

We collect information when you:

- Complete a contact form
- Request a consultation
- Call or email us
- Subscribe to updates or newsletters
- Engage us for design or construction services
- Visit our website

We may also collect information automatically through cookies and website analytics technologies.

3. Why We Collect Your Information

We use your information to:

- Respond to enquiries
 - Provide quotations
 - Arrange consultations
 - Deliver our design and construction services
 - Manage projects
 - Improve our website and customer experience
 - Send updates or marketing communications where permitted by law
 - Meet legal and regulatory obligations
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4. Cookies and Analytics

Our website may use cookies and similar technologies to:

- Understand how visitors use our website
- Improve website performance
- Remember visitor preferences
- Measure advertising effectiveness

We may use third-party analytics providers such as Google Analytics.

Most web browsers allow you to disable cookies if you prefer.

5. Marketing Communications

If you choose to receive marketing communications from us, we may send information about our projects, services, promotions or industry updates.

You may unsubscribe at any time using the unsubscribe link provided in our emails or by contacting us directly.

6. Disclosure of Personal Information

We may disclose your information where reasonably necessary to:

- Architects
- Designers
- Engineers
- Surveyors
- Consultants
- Contractors
- Building certifiers
- Local councils
- Government authorities
- Professional advisers
- IT service providers
- Website hosting providers
- Cloud storage providers

We will not sell your personal information to third parties.

7. Overseas Disclosure

Some of our technology providers may store information on servers located outside Australia.

Where this occurs, we take reasonable steps to ensure those providers protect your information in accordance with Australian privacy laws.

8. Security of Your Information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

Measures may include:

- Secure website encryption (SSL)
- Password-protected systems
- Restricted staff access
- Secure cloud storage
- Regular software updates

While we take reasonable precautions, no method of electronic transmission or storage is completely secure.

9. Access and Correction

You may request access to the personal information we hold about you.

If any information is inaccurate or out of date, you may request that it be corrected.

To make a request, please contact us using the details below.

10. Third-Party Websites

Our website may contain links to other websites.

We are not responsible for the privacy practices or content of those third-party websites.

11. Children's Privacy

Our services are intended for adults. We do not knowingly collect personal information from children.

12. Changes to This Policy

We may update this Privacy Policy from time to time.

The latest version will always be available on our website with the updated effective date.

13. Contact Us

If you have any questions about this Privacy Policy or wish to access or correct your personal information, please contact:

The Zimmermann Oz Pty Ltd

Email: info@tzo.com.au

Phone: 0491 206 494

Website: <https://tzo.com.au/>

Privacy Complaints

If you believe we have breached the Australian Privacy Principles, please contact us first so we can investigate and attempt to resolve your complaint.

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

<https://www.oaic.gov.au>