

Privacy Policy

Last updated: 16 September 2026

Melbourne Pressed Metal respects your privacy and is committed to protecting the personal information you provide to us.

This Privacy Policy explains how we collect, hold, use and disclose personal information when you visit www.melbournepressedmetal.net.au, contact us, request a quotation, book a showroom visit or otherwise interact with us.

1. Personal information we collect

The personal information we collect may include:

- your name;
- telephone number;
- email address;
- residential, business or project address;
- suburb and location information;
- details about your project, enquiry or requested services;
- measurements, plans, drawings and specifications;
- photographs and other files you upload or provide;
- correspondence and records of our communications with you;
- quotation, invoicing and transaction information; and
- technical information associated with your use of our website, such as your IP address, browser type, device information and website activity.

Please do not provide sensitive or confidential information that is not reasonably necessary for us to respond to your enquiry or provide our services.

2. How we collect personal information

We generally collect personal information directly from you when you:

- submit an enquiry or quotation-request form;
- use our splashback design tool;
- upload photographs, plans, drawings or other files;
- telephone or email us;

- book or attend a showroom visit;
- request products, installation or other services;
- communicate with us through social media; or
- otherwise deal with Melbourne Pressed Metal.

We may also collect information through cookies, analytics services and similar website technologies.

In some circumstances, we may receive information from builders, designers, architects, tradespeople, property owners or other people involved in your project.

3. Why we collect and use personal information

We may collect, hold and use your personal information to:

- respond to enquiries;
- assess project requirements;
- provide advice, estimates and quotations;
- arrange showroom visits;
- supply products and services;
- assess photographs, plans, measurements and site information;
- communicate with you about your project;
- manage customer relationships, administration and accounts;
- improve our website, products and services;
- maintain the security and functionality of our website;
- comply with legal, insurance and record-keeping obligations; and
- manage complaints or disputes.

If you do not provide the requested information, we may be unable to properly assess your project, respond to your enquiry or provide a quotation or service.

4. Photographs, plans and uploaded files

Our website allows customers to submit photographs, plans, measurements and other project files.

We use these files to understand your requirements, assess the proposed work, provide advice and prepare quotations.

Uploaded files and stored form submissions are intended to be accessible only to Melbourne Pressed Metal personnel and authorised service providers who require access for these purposes. We do not intentionally make submitted files publicly available.

Before uploading a file, please ensure that you have permission to provide it to us and remove any personal or confidential information that is not necessary for your enquiry.

5. Disclosure of personal information

We may disclose personal information where reasonably necessary to:

- employees and authorised representatives of Melbourne Pressed Metal;
- installers, tradespeople, suppliers and contractors involved in assessing or completing your project;
- website hosting, email, form-processing, cloud-storage, IT and security providers;
- accountants, insurers, professional advisers and business service providers;
- payment or transaction service providers, where applicable;
- government authorities, regulators or law-enforcement bodies where required or authorised by law; and
- another party with your consent or at your direction.

We do not sell or rent personal information to third parties.

6. Overseas service providers

Some technology, website, analytics, email, cloud-storage or social-media providers may store or process information outside Australia.

The countries in which information may be processed will depend on the providers used by Melbourne Pressed Metal and their infrastructure.

Where reasonably practicable, we take steps to work with reputable service providers and require personal information to be handled appropriately. Melbourne Pressed Metal should update this section if it can identify the specific overseas countries used by its service providers.

7. Cookies and website analytics

Our website may use cookies and similar technologies to:

- enable website functionality;
- remember visitor preferences;

- understand how visitors use the website;
- measure website performance;
- improve content and user experience; and
- support website security.

Cookies are small files stored on your device. You can control or disable cookies through your browser settings, although doing so may affect parts of the website.

If third-party analytics, advertising or tracking services are added to the website, this policy and any cookie notice should be updated accordingly.

8. External websites and social media

Our website may contain links to external websites and social-media platforms, including Instagram, Facebook and Pinterest.

Melbourne Pressed Metal is not responsible for the privacy practices or content of third-party websites. You should review the privacy policies of those services before providing personal information to them.

9. Storage and security

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

These steps may include:

- restricting access to authorised people;
- using password-protected systems;
- maintaining appropriate website and account security;
- using reputable hosting and technology providers; and
- reviewing or removing information when it is no longer reasonably required, subject to applicable legal and business record-keeping requirements.

No method of transmission or electronic storage is completely secure. Accordingly, we cannot guarantee the absolute security of information transmitted through the internet.

10. Retention of personal information

We retain personal information for as long as reasonably necessary to:

- respond to your enquiry;
- provide quotations, products or services;

- maintain project, accounting and business records;
- manage potential warranty, insurance or legal matters; and
- comply with legal obligations.

When information is no longer reasonably required, we may securely delete, destroy or de-identify it, subject to applicable record-keeping requirements.

11. Accessing or correcting your information

You may contact us to request access to personal information we hold about you or ask us to correct information that is inaccurate, incomplete or out of date.

We may need to verify your identity before processing a request. In some circumstances, access may be limited or refused where permitted or required by law. If this occurs, we will explain the reason where reasonably possible.

12. Privacy enquiries and complaints

If you have a question or complaint about how we have handled your personal information, please contact us using the details below.

We will review your enquiry or complaint and aim to respond within a reasonable period, ordinarily within 30 days.

If you are not satisfied with our response and the Privacy Act 1988 (Cth) applies, you may contact the Office of the Australian Information Commissioner through www.oaic.gov.au.

13. Changes to this Privacy Policy

We may update this Privacy Policy when our business practices, website functionality, service providers or legal obligations change.

The latest version will be published on our website with its updated date.

14. Contact us

Melbourne Pressed Metal

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Lilydale VIC 3140

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Email: info@melbournepressedmetal.net.au

Website: www.melbournepressedmetal.net.au