



Privacy Policy

This Policy was last reviewed and updated on: 12. September 2025

Privacy Policy

K&F Fabrications values and respects the privacy of the people we deal with. K&F Fabrications is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act) and other applicable privacy laws and regulations. This Privacy Policy describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

What is personal information?

“Personal information” means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

What personal information do we collect?

The personal information we collect through our website depends on what you choose to share with us.

The personal information we collect about you may include:

- name;
- business/company name;
- mailing or street address;
- email address;
- phone number;
- details about your project, enquiry, or request;
- any other information you choose to provide when contacting us.

You are not required to provide us with personal information. However, if you choose not to provide certain details (such as your name, contact information, or project details), we may not be able to respond to your enquiry, provide a quote, or deliver our services to you.

How do we collect your personal information?

We collect personal information directly from you when you:

- submit an enquiry through our website contact form;
- contact us using the email address or phone number listed on our website;
- interact with us in person;

- interact with us online;
- otherwise choose to provide information to us through our website.

We may also collect limited technical information automatically when you visit our website (such as your IP address, browser type, and basic site usage data) to help us improve our website and services.

How do we use your personal information?

We use the personal information you provide to us for purposes such as:

- responding to your enquiries and providing information about our products and services;
- preparing and supplying quotes for your projects;
- communicating with you about your project or request;
- improving our website and services based on enquiries and feedback.

We will only use your personal information for the purposes for which it was collected, unless we are permitted or required by law to use it for another purpose.

Disclosure of personal information to third parties

We do not sell or trade your personal information. We only disclose personal information in circumstances where you would reasonably expect it, including to:

- our trusted third-party service providers that support our digital operations (such as cloud storage, website hosting, and communication platforms);
- digital service providers that help us manage and improve our website (for example, analytics tools);
- service providers that support our business operations (such as manufacturing or project management systems);
- our professional advisors such as accountants or legal advisors, where necessary for our business operations; and
- any other third party where you have authorised us to do so, or where we are required or permitted by law.

Transfer of personal information overseas

Some of the third-party service providers we use to support our business operations may be based outside Australia or store data on servers located overseas. This means your personal information may be transferred to, or held in, other countries as part of those services.

Where this occurs, we take reasonable steps to ensure that your information remains protected, and that the providers we use are subject to appropriate data security and privacy standards. We will only disclose your personal information overseas in accordance with applicable privacy laws.

How do we protect your personal information?

K&F Fabrications takes reasonable steps to ensure that the personal information we hold is kept secure and confidential. We do this by:

- storing information in trusted cloud-based systems with built-in security protections;
- limiting access to personal information to authorised team members who need it for their work;
- using password protection and account security measures to safeguard our systems; and
- applying sensible physical security measures at our premises (such as restricting access to computers and devices).

While we take these precautions, please note that no method of transmission over the internet or electronic storage is completely secure. We cannot guarantee absolute security, but we are committed to protecting personal information to the best of our ability.

Online activity

Cookies

Our website uses cookies. A cookie is a small file stored on your device that helps us recognise when your device has visited our site before. Cookies allow us to distinguish you from other visitors, which helps improve your browsing experience and the functionality of our website. We do not use cookies to personally identify you.

You can choose to block or delete cookies by adjusting your internet browser settings. Please note that if you do so, some parts of our website may not function as intended.

Website analytics

We use Google Analytics to help us understand how visitors use our website. This service collects information such as pages visited, time spent on the site, and how you arrived at our website. The data is mostly anonymous, but in some cases it may be possible for us to link it to you. We use this information only to improve our website and the services we provide.

Retention of personal information

We will not keep your personal information for longer than is necessary for the purposes for which it was collected. In most cases, this means we retain your information only for as long as we are working with you or responding to your enquiry.

We may need to keep certain records for longer where required by law (for example, business or tax record-keeping obligations), or where it is necessary for our legitimate business purposes. When personal information is no longer required, we will take reasonable steps to delete or de-identify it.

How to access and correct your personal information

K&F Fabrications takes reasonable steps to ensure that the personal information we hold is accurate, complete, and up to date.

If you would like to access or correct the personal information we hold about you, please contact us using the details set out in the “How to contact us” section below. We will respond to your request within a reasonable timeframe (usually within 30 days).

If we are unable to provide access to the information you have requested, we will let you know why, in accordance with applicable privacy laws.

Links to third party sites

Our website may contain links to websites operated by third parties, such as social media platforms. If you access a third-party website through our site, your personal information may be collected by that third party.

We are not responsible for the content or privacy practices of any third-party websites. We encourage you to review the privacy policies of those websites so you understand how your information may be handled.

Inquiries and complaints

If you have any questions, concerns, or complaints about how K&F Fabrications handles your personal information, please contact us using the details in the “How to contact us” section below. We may ask you to provide proof of identity and full details of your request so that we can respond appropriately.

We aim to respond to all complaints within 30 days. While we will make every effort to resolve your concerns, if you are not satisfied with our response you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au to lodge a complaint.

How to contact us

If you have any questions, concerns, or requests regarding this Privacy Policy or how we handle your personal information, you can contact us at:

Email: admin@kffab.com.au

Phone: (07) 5211 0814

Post:

K&F Fabrications

Unit 1/9 Charlston Place

Kuluin QLD 4558

Australia