

1. Introduction

LGK Modern Homes (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs). This Privacy Policy outlines how we collect, hold, use and disclose your personal information when you engage with our website, services or submit information to us.

2. What kinds of information we collect

When you visit our website, make enquiries with us, purchase or contract for our home-building, renovation or design services, we may collect personal information which may include:

- your name, company name (if applicable)
- contact details (email address, postal address, telephone/mobile number)
- billing, payment or credit card information (as necessary for a transaction)
- address of the property and other relevant site information
- IP address, browser type, device identifiers when you visit our website
- survey responses, feedback, comments or testimonials you provide
- any other information you voluntarily submit to us via email, enquiry forms or other means.

We do not knowingly collect personal information from individuals under the age of 18. If you believe a child under 18 has submitted personal information without parental consent, please contact us and we will promptly delete that information.

3. How we collect your information

We collect personal information when you:

- submit an enquiry form or request a quote on our website;
- communicate with us by email, telephone, or in person;
- make use of our services, including signing contracts, making payments, or scheduling building/renovation works;
- provide feedback, testimonials or engage with features on our website or social media;
- otherwise provide it voluntarily (for example, survey responses or comments).

4. Use of your information

We use your personal information for the following purposes:

- to provide you with our services (such as design, construction, project-management, consultation, quoting);
- to communicate with you regarding your enquiry, contract, project status, invoicing, support or follow-up;

- to send you marketing materials, updates, offers or newsletters if you have opted in (you can opt out at any time);
- to administer and improve our website, our services, and your experience;
- to measure customer satisfaction, perform analytics and generate aggregated, anonymised information to better understand client needs;
- to comply with legal obligations, enforce our contractual rights or protect our rights, property or safety.

5. Disclosure of your information to third parties

We may disclose your personal information to:

- our service providers, contractors or subcontractors engaged to deliver our services;
- third parties if required by law or to protect our rights or property;
- in the event of a business sale, merger or asset transfer.

We will not sell or trade your personal information for marketing purposes to unrelated third parties.

6. Cookies, pixels and similar technologies

Our website uses cookies and related technologies to enhance user experience, support functionality, and enable analytics or advertising.

7. Storage, security, and cross-border transfer

We take reasonable steps to protect your personal information. Data is stored on secure servers. If transferred overseas, we ensure adequate protections are in place.

8. Access, correction and deletion of your information

You may request access to, correction of, or deletion of your personal information. Contact us using the details below.

9. Links to other websites

We are not responsible for the privacy practices of external websites linked to our site.

10. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The new version becomes effective upon posting.