



Privacy Policy

About this policy

The Australian Privacy Act of 1988 requires that entities bound by the Australian Privacy Principles have a privacy policy. This policy outlines the personal information handling practises of Instant IT.

This is written in plain English. The specific legal obligations of us are outlined in the Privacy Act 1988, and in the Australian Privacy Principles in the Act. We will update this if our information handling changes.

Collection and storage of personal information

Why do we collect your personal information?

If you are a customer, we do this to provide you with repair and support services for your devices. We only collect the information we need for the services you have asked we provide you with.

If you are an applicant seeking employment, we do this to assess your suitability for such roles.

If you are an employee, we do this for all purposes relevant to your employment.

What personal information do we collect and store?

The information collected and stored will depend on which services and products you require. This may include:

- Your name and contact details;
- Your ABN;
- Your Bank account/credit card details;
- Your employment history (if you apply for employment with us)
- Other employment information (if you apply for employment with us); and
- Other information you may provide, through surveys and other enquiries/reviews.

How do we collect personal information?

Direct Collection – Electronic forms on our website, newsletter sign ups, competition entries, job applications, telephone calls, emails, or customer surveys.

Social Media – when you interact with us through these channels.

Email lists – if you subscribe to our email lists, we may use this information to send you updates, newsletters, and to administer lists.

Electronic Forms – complaints, applications, or enquiries via our website.

Collecting through our website and use of cookies – where you make comments, give feedback, or communicate with us, we sometimes collect your phone number or email address. We may use this to respond to your communication.

We may use cookies and other techniques to collect information which helps us understand how you use our products, and how they are able to be more relevant to you.

Third parties may also use cookies for targeted advertising.

A persistent cookie may be used to record visits to recognise if you revisit our website.

This lets us keep track products you view, so that we can send you news about them with your consent.

We use cookies to also measure traffic patterns, which helps us determine which areas of our website have been visited, and to measure transaction patterns. This helps us research customer habits, so we can improve our services. You are able to set your browser so it refuses cookies, and/or lets you know each time a website tries to use a cookie.

IP addresses may be logged to analyse trends, administer websites, track movements, and gather broad demographics.

Indirect Collection – To provide our services, we may collect information from third parties, such as publicly available sources, or your representation who contacts us on your behalf.

Anonymity

If possible, we allow you to interact anonymously with us, including when you contact us with a general question. However, for most services, we need your contact information and information about the matter, to ensure we can fairly and efficiently handle your inquiry, application, request or complaint, or to act on your communication.

Opting-Out of Targeted Ads

The ability to opt-out of targeted advertising is held by your web browser or smart phone. Please use the help system in these applications to opt-out.

What if your personal information is not provided?

If you do not provide information required by us, we may not be adequately provide service to your, administer your account, verify your identity, or notify you of other useful products and services.

When will you be notified that we have received your information?

When we receive personal information, we take reasonable steps to notify you how this information was accessed, and how you can access it, correct it, or create a complaint.

Disclosure

Your privacy and personal information is very important. We will not disclose this information to anyone, except our contracted service providers.

Service Providers

Instant IT uses many service providers who may require personal information to provide service to you. This includes providers of website servers which manage our IT, and third party specialist repair services.

Disclosure of personal information overseas

We will never disclose personal information outside of Australia.

Quality of personal information

To ensure your information is accurate and up-to date, we will do the following:

- Record information consistently;
- Promptly add new personal information; and/or
- Verify our contact lists

The accuracy of your information is dependent on the information you provide us. To ensure this, please let us know if your information changes.

Security of personal information

Security of your information is a high priority. We will take due care to protect this from misuse, interference and loss. Some of the ways this is done include:

- Confidentiality requirements for employees;
- Security measures for system access;
- Security measures in our system to keep record of when information is changed;
- Electronic security measures, such as firewalls and data encryption;
- Personal data is stored within Australia; and
- Control access to our office

Direct Marketing

We may send direct marketing and information about our products, competitions, and promotions that we consider to interest you. This may be done by SMS, email, or telephone. We will notify you of how to opt-out from receiving marketing offers from us.

Accessing and correcting personal information

You are able to ask for access to information we hold about you, and ask us to correct this information. This can be accessed by contacting us, and reading our response which will occur within 30 days. If you request this, we must provide it, and must correct this information, unless there is an Australian law that requires us not to.

We will ask for verification of identity before access is given to your information. If we refuse to give access, we will notify you in writing as to the reason why.

If a correction is made, and this information is normally disclosed to others, you can request we notify them of this correction, and this will be completed, unless there is a valid reason to not do this.

If we refuse to correct information, you can request us to link and store it with a statement as to why you believe this information is incorrect.

How to make an enquiry or complaint

Choose one of the following options to make an enquiry or complaint:

- Submitting a contact form on: www.InstantITHelp.com.au
- Emailing us help.instantit@gmail.com

We will resolve your complaint as soon as possible, and will aim to respond within five business days. If you are still not satisfied, you may ask a more senior member to review your complaint. If you are still left unsatisfied, you are able to raise your concern with the Office of the Australian Information Commissioner:

- Online at: www.oaic.gov.au/privacy
- Phone: 1300 363 992
- Email: enquiries@oaic.gov.au
- Writing: GPO Box 2999, Canberra, ACT, 2601
- Fax: +61 2 9284 9666

