

Appliance Tech Solutions
Effective Date: [28/08/2025]

1. Introduction

At Appliance Tech Solutions, your privacy is important to us. This Privacy Policy explains how we collect, use, store, and share your personal information in accordance with the Privacy Act 2020.

By using our services, visiting our website, or otherwise interacting with us, you agree to the terms of this policy.

2. What Information We Collect

We may collect the following types of personal information:

Name

Contact information (email address, phone number, physical address)

Payment details (e.g., for invoicing or transactions)

Device or appliance information (e.g., brand, model, serial number)

Service records and repair history

Any communications or interactions with us

We collect this information directly from you when you:

Book a service

Submit a contact form or request a quote

Interact with our staff

Pay for a product or service

Visit our website or social media pages

3. Why We Collect Your Information

We collect your personal information in order to:

Provide appliance repair and maintenance services

Communicate with you about appointments, updates, and inquiries

Issue invoices and process payments

Improve our services and customer experience

Meet our legal and regulatory obligations

4. How We Store and Protect Your Information

Your information is stored securely, whether in physical or electronic form. We take all reasonable steps to protect it from loss, misuse, unauthorised access, modification, or disclosure.

We may store information:

On secured cloud storage platforms

In password-protected systems

In locked physical storage (if applicable)

Only authorised staff have access to your personal information.

5. Sharing Your Information

We do not sell your personal information.

We may share your information with third parties only when necessary to:

Process payments (e.g., payment processors)

Provide specific services (e.g., parts suppliers or delivery services)

Comply with legal obligations (e.g., regulators, law enforcement)

Any third-party providers we use are required to safeguard your information.

6. Your Rights

Under the Privacy Act 2020, you have the right to:

Access your personal information

Request correction of any inaccurate or outdated information

Withdraw consent (if applicable)

To exercise your rights, please contact us using the details below.

7. Cookies and Website Data

If we collect data through our website, we may use cookies or analytics tools to track visitor behaviour, improve website performance, and tailor our services. You can disable cookies in your browser settings.

8. Policy Updates

We may update this Privacy Policy from time to time. Changes will take effect from the date they are posted on our website or provided to you.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or your personal information, please contact:

Appliance Tech Solutions
Email: appliancetechsolutions@gmail.com

We value your trust and are committed to protecting your privacy.