



Microtek PTY LTD Privacy Policy

Effective: 01.06.25

Subject to Review with notice

1. Our Commitment to Your Privacy

Microtek Pty Ltd is committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This policy outlines how we collect, use, store, disclose, and protect your personal information.

"Personal information" means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

2. Collection of Personal Information

We may collect personal information from you when you contact us, use our services, visit our website, or otherwise engage with Microtek Pty Ltd.

Information we may collect includes (but is not limited to):

- Name, address, phone number, email address
- Business details and contact preferences
- Payment or billing information
- Information related to your device(s) or services provided

We may also collect other information you voluntarily provide during communication, feedback, promotions, or surveys.

3. How We Collect Your Information

We collect information in a variety of ways, including:

- Direct interactions (in person, phone, email)
- Online forms or website interactions
- When providing services or support

We may also collect personal information from third parties, where you have provided consent or it is otherwise lawful to do so.

4. Use of Personal Information

Your information may be used to:

- Provide services, updates, or technical support
- Communicate with you regarding service updates or issues
- Improve our offerings based on your feedback
- Notify you of promotions or service enhancements



We may contact you via email, SMS, phone, or postal mail in accordance with your contact preferences.

5. Disclosure of Personal Information

We may disclose personal information to:

- Employees, contractors, suppliers, or service providers, as reasonably required to deliver our services
- Regulatory authorities, courts, or law enforcement if required by law
- Insurers, professional advisers, or legal representatives when necessary for claims, legal compliance, or business continuity

If there is a business sale or change in ownership, your data may be transferred under conditions that protect your privacy.

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

6. Data Security

Microtek implements physical, digital, and managerial safeguards to protect your personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure.

However, no data transmission over the internet is completely secure. We cannot guarantee security during transmission and recommend you take precautions when communicating electronically.

7. Access to and Correction of Your Information

You may request access to or correction of the personal information we hold about you by contacting us at admin@microtek.com.au.

We may require identity verification and reserve the right to charge a reasonable administrative fee.

In limited circumstances, we may refuse access where permitted under the Privacy Act.

8. Privacy Complaints

If you have concerns about how your personal information has been handled, please contact us at:

Microtek Pty Ltd

Suite 1/118 Katoomba, Katoomba, NSW 2780

Email: admin@microtek.com.au

We take all complaints seriously and will investigate and respond promptly in accordance with our legal obligations.



9. Changes to This Policy

This Privacy Policy may be updated from time to time to reflect changes to our operations or legal obligations.

The current version will always be available on our website. Continued use of our services constitutes your acceptance of any updates.

10. Website and Cookies

When you visit our website (<https://www.microtek.net.au>), we may collect data such as browser type, pages visited, and referring sites to improve our user experience.

We may use cookies to personalise your experience and collect analytics. You may disable cookies in your browser, but this may limit website functionality.

Our website may contain links to third-party sites. We are not responsible for the privacy practices of those websites and encourage you to read their privacy statements.

11. Access to Client Data on Devices

In line with our Terms and Conditions, Microtek Pty Ltd may need to access files and data stored on your device(s) as part of the diagnosis and repair process.

This access is conducted solely for technical purposes, such as troubleshooting hardware and software issues or verifying repairs. Microtek does not browse, copy, or share any personal files unless explicitly required for completing the repair and with your consent.

All accessed data is treated with the highest level of confidentiality and in accordance with the Australian Privacy Principles. If your device contains sensitive or private information, we recommend backing up and removing non-essential data prior to service.

By submitting your device for service, you acknowledge and consent to this access where necessary for technical diagnosis and repair.