

Privacy Policy — Techwiz

Provider: Techwiz (ABN 66 287 897 255)

Address: 15 Madden Street, Seaford VIC 3198

Contact: 0487 758 786 | accounts@techwiz.net.au

Website: www.techwiz.net.au

Last updated: 30 September 2026

1. About This Policy

1.1 Techwiz is a small Australian business providing security, CCTV, audiovisual (AV) and computer network installation services, and reselling NBN broadband, mobile SIM and data SIM services.

1.2 This Privacy Policy explains how we collect, use, store and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the Australian Privacy Principles and Part 13 of the *Telecommunications Act 1997* (Cth).

2. Information We Collect

Depending on whether you engage us for installation work, telecommunications services or both, we may collect:

- **Contact details:** your name, installation address, billing address, email address and phone numbers.
- **Billing and payment information:** payment records, bank transfer references and receipts. Card details entered online are handled by our payment provider and are not stored by Techwiz.
- **Identity verification details:** information needed to verify your identity before supplying mobile services or acting on high-risk account requests (such as SIM replacements or number ports), including details from government-issued ID such as a driver licence or passport.
- **Installation and site details:** site access instructions, network configurations, device details and equipment locations. When we install CCTV, alarm or network equipment, we set initial login details (such as NVR, camera, app and alarm codes) and keep a

secure record of them so we can support your system. We only use these details when you authorise us to. We do not monitor, store or view your camera footage unless you ask us to log in for support.

- **Service and usage information:** telecommunications account details such as NBN service identifiers, IP addresses, mobile numbers and data usage.

3. How and Why We Collect Your Information

3.1 We collect personal information directly from you when you request a quote, place an order, contact us for support or complete our forms.

3.2 We use this information only to:

- quote, install, configure and maintain your security, AV and network systems;
- set up, bill and support your NBN, mobile and data SIM services;
- verify your identity before high-risk transactions (such as SIM swaps, number ports or account transfers) to protect your account from fraud; and
- meet our legal and regulatory obligations.

4. Telecommunications Information

4.1 As a reseller of telecommunications services over the Aussie Broadband network, we handle telecommunications information such as service identifiers and usage information.

4.2 We protect this information in accordance with Part 13 of the *Telecommunications Act 1997* (Cth), and only use or disclose it where that Act allows, such as to supply and maintain your service or where required by law.

5. Who We Share Your Information With

We only share your personal information as reasonably necessary to deliver your services or meet legal requirements:

- **Network providers:** Aussie Broadband (our wholesale provider), NBN Co and Optus (the mobile network operator), to set up, maintain and restore your services.
- **Business systems:** our accounting (Xero) and payment (Stripe) providers, to issue invoices and collect payments.

- **Emergency call services:** customer address and phone number details are provided to the Integrated Public Number Database (IPND), either by us or by our wholesale provider, so emergency services have accurate location information.
- **Government and law enforcement:** regulators (such as the ACMA), law enforcement agencies or emergency services, only where required or authorised by law.

6. No Selling or Renting

6.1 We never sell, rent or trade your personal information, or disclose it to third parties for their own marketing.

6.2 We do not currently send marketing messages. If we do in future, we will only send them in line with the *Spam Act 2003* (Cth), and every message will include an easy way to unsubscribe.

7. Storage, Security and Overseas Storage

7.1 We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

7.2 Customer records are held in password-protected business systems.

7.3 We use Google Workspace and Microsoft 365 for email, file storage and backups. These providers may store information on servers outside Australia, including in the United States.

7.4 When we no longer need personal information for business or legal purposes, we securely delete or de-identify it.

8. Your System Passwords and Codes

8.1 We recommend changing the passwords and codes we set during installation, including NVR, camera, app and alarm master codes, once your system is handed over. You are free to change them at any time. If you do, let us know if you'd like us to be able to provide remote support, or we may need you to give us access when you request it.

9. Accessing and Correcting Your Information

9.1 You can ask to see the personal information we hold about you, and ask us to correct it if it is inaccurate, out of date or incomplete.

9.2 To make a request, email accounts@techwiz.net.au or call 0487 758 786. We will respond within 30 days and will not charge a fee for making the request.

10. Privacy Questions and Complaints

10.1 If you have questions about this policy or believe we have mishandled your personal information, please contact us first by email at accounts@techwiz.net.au, by phone on 0487 758 786, or by post to Techwiz, 15 Madden Street, Seaford VIC 3198.

10.2 Complaints about our telecommunications services are handled under our Complaints Handling Policy at www.techwiz.net.au/complaints. We will respond to other privacy complaints within 30 days.

10.3 If your complaint relates to a telecommunications service and you are not satisfied with our response, you can contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058, at www.tio.com.au, or by post to PO Box 276, Collins Street West VIC 8007.

10.4 For any privacy complaint, if you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 or at www.oaic.gov.au.