

# Privacy Policy

## SME Tech Solutions – Privacy Policy

**Effective Date:** 30.6.2023

**Last Updated:** 30.6.2025

### 1. Introduction

SME Tech Solutions (“we”, “our”, “us”) respects your privacy and is committed to complying with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. This policy outlines how we collect, use, store, and disclose your personal information.

### 2. What Information We Collect

We may collect the following types of personal and business information:

- Contact details (name, phone number, email, business address)
- Business and project information
- IP address, browser data, and usage logs (collected via cookies or analytics tools)

### 3. How We Collect Information

We collect information via:

- Website forms and contact submissions
- Client engagement and consulting processes
- Analytics tools (Google Analytics, CRM platforms)

### 4. How We Use Your Information

Your information is used to:

- Provide our services and respond to enquiries
- Communicate updates and promotions (with consent)
- Meet legal obligations
- Improve our offerings and website experience

### 5. Disclosure of Information

We do **not** sell your information. We may share data with:

- Trusted third-party service providers (under confidentiality agreements)
- Legal or regulatory bodies where required by law

## 6. Data Hosting and Security

Your data may be stored in Australia or securely managed through cloud providers with robust international security standards (e.g., AWS, Microsoft Azure). We use encryption, access controls, and best practices to protect your information.

## 7. Access and Correction

You have the right to access or request correction of your personal data. To do so, contact us at the details below.

## 8. Complaints

If you believe we've breached the APPs, contact us first. If unresolved, you can lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**:  
[www.oaic.gov.au](http://www.oaic.gov.au)

## 9. Contact

Email: [support@smetechsolution.com.au](mailto:support@smetechsolution.com.au)  
Business Address: 4 Columbia Ct Norwest NSW 2153  
Website: [www.smetechsolution.com.au](http://www.smetechsolution.com.au)

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## Terms of Service

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### 1. Acceptance of Terms

By using this website or our services, you agree to comply with these Terms. If you do not agree, do not use our services or website.

### 2. Intellectual Property

All website content including but not limited to text, service descriptions, logos, graphics, videos, and downloadable materials is owned by SME Tech Solutions and is protected under Australian and international copyright and intellectual property laws.

You **must not**:

- Copy, record, download, or transmit any part of our website or services
- Use our content to create **negative or misleading publicity**
- Republish, edit, or use our material in a manner that could damage our brand without our **prior written consent**

### 3. Prohibited Uses

Users must not:

- Record, screenshot, or share our website content for public distribution
- Use bots, scraping tools, or automation to access our data
- Use our brand or name in a misleading, defamatory, or competitive context

Violations may result in **suspension, legal action**, and reporting under Australian defamation or intellectual property laws.

### 4. Service Disclaimer

All content is provided “as is” and for informational purposes. We make no guarantees about outcomes or specific business results unless agreed in writing.

### 5. Liability

To the extent permitted under Australian Consumer Law, SME Tech Solutions is not liable for any direct, indirect, or consequential loss resulting from the use of our website or services.

### 6. Modifications

We may update these Terms at any time. Continued use of the site indicates acceptance of updated terms.

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#### **Contact**

##### **SME Tech Solution**

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