



Privacy Policy

Introduction

Accessible Technology Solutions Enterprises (ABN 65900898592) is committed to protecting the privacy and security of our customers' information. This Privacy Policy outlines how we handle customer information, including sensitive data such as credit card information, payment options, and customers' rights under Australian law and the Privacy Act 1988.

Handling Customer Information

We collect and store customer information solely for the purpose of providing our services. This information includes but is not limited to names, contact details, and service history. We do not sell or share customer data with third parties except as required to provide our services or comply with legal obligations.

Protection of Sensitive Data

At Accessible Technology Solutions, we understand the importance of protecting sensitive data such as credit card information. We use Apple Pay as a payment option to enhance the security of our customers' transactions. By using Apple Pay, we do not see or store your credit card information, nor do we know the specifics of your purchases or the amounts paid.

Customer Rights Under Australian Law

If you believe that we have violated our obligations under Australian law or the Privacy Act 1988, you have the right to take action. You can contact us to discuss your concerns and seek advice. If necessary, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

Technical Support for the Disabled Community

Providing technical support to the disabled community is a key part of our mission. To deliver effective support, we use various tech support tools such as Remote Desktop, Quick Assist, RIM, and NVDA Remote. While we respect our customers' choice not to



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use these tools, please be aware that refusing access may limit our ability to provide the desired service.

Important Reminders

When receiving technical support through RIM or other tools, our agents will always remind you to be at your PC at all times. It is crucial that all sensitive data is removed from your system before we provide support to ensure your privacy and security.

Pricing for Company Services

The prices **displayed on our website** are indicative and may not reflect the actual cost for companies, as we consult with a diverse range of customers. A no-cost free quote will always be provided before a formal contract is agreed upon, ensuring transparency and fairness.

Agreement to Privacy Policy

By using the services of Accessible Technology Solutions, you agree to this Privacy Policy. If you do not agree, **please write to us** to seek advice or choose not to use our services.

Thank you for choosing Accessible Technology Solutions.