

ONLINE STORE & CONSUMER DATA PRIVACY POLICY

YOUR VISION IS OUR FOCUS

Last Updated & Effective as of 15th October 2026

Presented By:
Auscare Protective Services

CONTACT INFORMATION:



8/40 Danaher Dr, South Morang VIC 3752



03 9100 3563



www.auscareprotectiveservices.com.au

1. ABOUT THIS POLICY

Auscare Protective Services respects your privacy and is committed to protecting your personal information.

This policy explains how we collect, use, store and disclose personal information when you visit our online store, purchase CCTV and security products, create an account or contact us for assistance.

We handle personal information in accordance with applicable Australian privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles where they apply.

2. INFORMATION WE COLLECT

Depending on how you interact with our store, we may collect:

- Your name
- Email address
- Phone number
- Billing address
- Delivery address
- Any account details and preferences.
- Order details, purchase history and transaction references.
- Communications concerning enquiries, delivery, returns, warranties and technical support.
- Product models, serial numbers and relevant installation details.
- Technical information such as your IP address, browser type, device information and website activity, where collected by our website tools.

We collect only information reasonably necessary to operate our store, fulfil orders and provide support.

3. LEGISLATIVE REQUIREMENTS

We collect information when you:

- Place an order or create an account.
- Complete an enquiry or support form.
- Contact us by telephone, email or other available channels.
- Subscribe to marketing communications.
- Request a return, warranty assessment or technical assistance.
- Browse our website where cookies or similar technologies are used.

We may also receive relevant information from payment providers, delivery companies and other providers involved in processing your order.

Where practicable, you can make general enquiries without identifying yourself. Certain details are necessary to process payments, deliver products or handle warranty claims. If you do not provide these details, we may be unable to complete the requested service.

4. HOW WE USE YOUR INFORMATION

We use your information to:

- Process and fulfil orders.
- Arrange delivery and provide order updates.
- Manage any customer accounts.
- Respond to enquiries and provide product support.
- Process returns, refunds and warranty claims.
- Maintain transaction records and meet legal obligations.
- Detect and investigate suspected fraud or misuse.
- Improve our website and customer experience.
- Send marketing communications where we have consent or another lawful basis.

We do not sell your personal information or use it for unrelated purposes without consent or another lawful basis.

5. PAYMENTS

Payments are processed through payment provider - Square.

Auscare Protective Services does not receive or retain any payment card details, this is all handled through our payment provider - Square.

Payment providers handle information under their own privacy policies. We may receive payment confirmations, transaction references and information needed to reconcile payments, process refunds or investigate disputed transactions.

Please do not send payment card details by email or through general enquiry forms.

6. DELIVERY & SERVICE PROVIDERS

We may disclose relevant information to providers who help us operate the store, including:

- Couriers and freight companies.
- Payment processors.
- Website hosting and ecommerce platform providers.
- Approved IT, customer support and communications providers.
- Manufacturers, distributors and authorised repair providers handling warranty or support requests.
- Accountants, insurers and professional advisers.

We limit disclosure to information needed for the relevant service and take reasonable steps to require appropriate privacy and security protections.

We may also disclose information where required or authorised by law, including in response to lawful requests from regulators or law enforcement agencies.

7. CCTV FOOTAGE, DEVICE ACCESS & TECHNICAL SUPPORT

Purchasing CCTV products from our store does not, by itself, give us access to your live camera feeds, recordings, device passwords or connected accounts.

If you request configuration assistance, remote support or a warranty assessment, we may need relevant device details, diagnostic information or a sample image or recording. We will explain what is needed and obtain authorisation before accessing your system.

Please avoid sending footage containing identifiable people unless it is necessary for the support request and you are authorised to share it. Where possible, remove unrelated footage and obscure unnecessary identifying details.

Any authorised access or material supplied for support will be limited to the support purpose. We will not use customer footage for advertising or demonstrations without separate permission.

Where temporary device access is provided, we recommend changing any shared passwords once support is complete.

8. MANUFACTURER APPS & CLOUD SERVICES

Some CCTV products use manufacturer-operated applications, remote-access platforms or cloud storage.

Those services may collect and process account information, device data, live footage or recordings under the manufacturer's own privacy policy and terms. Their handling practices may differ from those of our store.

Customers should review the relevant provider's privacy policy before activating connected or cloud-based features. Where we assist with activation, we will explain any personal information we provide to the service on your behalf.

9. COOKIES & WEBSITE ANALYTICS

Our website may use cookies and similar technologies to support shopping carts, account access, website security and analysis of website use.

Where advertising or tracking technologies are used, we will identify their purposes and provide choices where required.

You can manage cookies through your browser settings and any available website preference controls. Disabling some cookies may affect checkout or other website functions.

10. MARKETING PREFERENCES

Where permitted, we may send information about products, special offers and store updates.

You can unsubscribe using the link in our marketing emails or by contacting us. Opting out of marketing will not prevent essential communications about orders, delivery, product safety, recalls or support requests.

11. SECURITY

We take reasonable steps to protect personal information against loss, misuse, interference and unauthorised access, modification or disclosure.

Safeguards appropriate to the information and risks include restricted staff access, secure systems, account protections and confidentiality requirements for authorised personnel.

No online transmission or storage system can be guaranteed completely secure. Customers should protect their account credentials and promptly report suspected unauthorised account activity.

12. OVERSEAS PROCESSING & DISCLOSURE

Where we disclose personal information overseas, we will take the steps required by applicable Australian privacy law to protect that information.

Manufacturer cloud services activated directly by customers are addressed separately in section 8.

13. RETENTION & DELETION

We retain personal information for as long as reasonably necessary to fulfil the purposes described in this policy and meet applicable legal obligations.

Order and financial records may need to be retained after an account is closed. Relevant records may also be preserved for unresolved warranty claims, disputes or legal proceedings.

When information is no longer required and there is no legal obligation to retain it, we will take reasonable steps to securely destroy or de-identify it.

14. ACCESS & CORRECTION

You may contact us to request access to your personal information or correction of inaccurate, incomplete or outdated details.

We may verify your identity before releasing information or making changes. We will respond within a reasonable period and explain any refusal where required by law.

You may request account closure, although some records may need to be retained as explained above.

15. DATA BREACHES

We will promptly investigate suspected data breaches, take steps to contain them and assess the impact.

Where the Notifiable Data Breaches scheme applies, we will assess suspected eligible breaches within the applicable statutory requirements and notify affected individuals and the Office of the Australian Information Commissioner when required.

16. CONTACT & COMPLAINTS

For privacy enquiries, access requests or complaints, contact:

Email: admin@auscareprotectiveservices.com.au

Phone: 03 9100 3563

Postal address: 8/40 Danaher Dr, South Morang VIC 3752

Please provide enough information for us to understand and investigate your concern.

We aim to acknowledge complaints within five business days and respond within 30 calendar days. If additional time is needed, we will explain the delay.

If your complaint remains unresolved, you may contact the Office of the Australian Information Commissioner at ****www.oaic.gov.au****, where it has jurisdiction.

17. POLICY UPDATES

We may update this policy when our store operations, service providers or legal obligations change. The current version will be published on our website with its effective date.