

Policy Title: Privacy Policy

To be completed by General Manager:

SOP Category:	Operations
Approval Date:	October 2025
Review Responsibility:	General Manager
Next Review Date:	October 2026
Version:	V1
Authorised By:	General Manager

PURPOSE

Gecko IT Solutions is a technology services provider offering managed IT support, broadband services, cloud services, business phones, hardware, software, and consulting to small-to-medium sized businesses and not-for-profit organisations.

This Privacy Policy sets out Gecko IT Solutions' approach to privacy and explains how we collect, use, store, and disclose your personal information. We comply with the *Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth)*.

SCOPE

This Privacy Policy applies to:

- Visitors to our website(s),
- Clients and prospective clients, and
- Anyone whose personal information we collect in the course of providing services.

By using our website(s), products, or services, you agree to the terms of this Privacy Policy.

DEFINITIONS

- **Gecko IT Solutions**, "we", "our", or "us" refers to Gecko IT Solutions Pty Ltd.
- **Personal Information** means information that identifies you, such as your name, address, email, phone number, or financial details.
- **Website(s)** means geckoitsolutions.com.au and any related online services.

POLICY

1. PERSONAL INFORMATION

1.1. What We Collect:

We may collect the following types of personal information:

- Contact details (name, address, phone, email).
- Business and billing details (ABN, payment information, credit references).
- Technical information (IP address, device identifiers, system logs, usage statistics).
- Account and service usage details (broadband usage, support requests, login activity).
- Information you provide via forms, applications, or enquiries.



We generally do not collect sensitive information (such as health or biometric data), unless required by law.

1.2. How We Collect Information

We collect personal information:

- Directly from you (when you contact us, register for services, or complete forms).
- Indirectly through your use of our website(s), products, and services.
- From third parties where authorised (such as payment processors or business partners).

1.3. Why We Collect Information

We collect personal information to:

- Provide and manage our services.
- Verify your identity and process payments.
- Communicate with you, including service updates and support.
- Send marketing and promotional materials (unless you opt out).
- Comply with legal obligations.
- Improve our products, services, and website experience.

1.4. Storage and Security

We take reasonable steps to protect your information from misuse, loss, unauthorised access, modification, or disclosure. Information may be stored electronically on secure servers in Australia or with trusted cloud providers (which may store data overseas).

2. DISCLOSURE OF INFORMATION

We may share your personal information with:

- Employees and contractors who provide services to you.
- Service providers (e.g., web hosting, payment processing, technical support).
- Professional advisers (e.g., accountants, auditors, legal representatives).
- Government or regulatory authorities when required by law.
- Third parties where you have authorised us to do so.

We will not sell or rent your personal information to third parties.

3. COOKIES AND WEBSITE ANALYTICS

Our website uses cookies and analytics tools to improve user experience and track usage. You can disable cookies in your browser settings, but some website features may not function properly.

4. MARKETING

We may use your contact details to send you information about our services, special offers, or events. You may opt out at any time by clicking “unsubscribe” in our emails or contacting us directly.

5. ACCESS AND CORRECTION

You may request access to the personal information we hold about you or ask us to correct it if it is inaccurate. Requests can be made by contacting us (see section 7 below).



6. DATA BREACHES

If a data breach occurs that is likely to cause serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) in line with the *Notifiable Data Breaches Scheme*.

7. COMPLAINTS AND CONTACT

If you have questions, concerns, or wish to make a complaint about our handling of your personal information, please contact:

Email: info@geckoits.com.au
Phone: (03) 5410 1234
Address: 1/28 Charlston Road, East Bendigo

8. FURTHER INFORMATION

For more information about privacy rights in Australia, you can contact the OAIC:

Phone: 1300 363 992

Website: www.oaic.gov.au

9. UPDATES TO THIS POLICY

This Privacy Policy may be updated from time to time. The latest version will always be available on our website. Continued use of our services after changes are published indicates acceptance of the updated policy.

