



Privacy Policy

FasFix Mobile Mechanic
ABN: 11 329 631 966

Your Privacy is Important

At FasFix Mobile Mechanic (ABN 11 329 631 966), we are committed to protecting the privacy and security of our customers' personal information. This Privacy Policy outlines how we collect, use, disclose, and protect the information we collect from our customers, in compliance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (Privacy Act). By using our services, you consent to the practices described in this Privacy Policy.

Collection of Personal Information:

We may collect the following types of personal information from our customers:

1.1 Identity Information:

We may collect your name, email address, phone number, and address when you contact us for our mobile mechanic services. We need this information to provide you with our services and to communicate with you effectively.

1.2 Vehicle Information:

When you use our services, we may collect information related to your vehicle, including its make, model, year, registration number or identification number (VIN), and service history. This information helps us provide accurate and efficient services.

1.3 Usage Information:

We may collect information about how you use our website or mobile application, including your IP address, device information, browser type, and operating system. This data helps us improve our services and enhance the user experience.

Use of Personal Information:

We use the collected personal information for the following purposes:

2.1 Service Delivery:

We use your personal information and service-related details to schedule appointments, provide mobile mechanic services, and communicate with you regarding your vehicle's maintenance or repairs.

2.2 Customer Support:

We may use your information to respond to your inquiries, address your concerns, and provide customer support.

2.3 Marketing and Promotions:

With your consent, we may use your contact information to send you promotional materials, special offers, and updates about our services. You can opt out of receiving such communications at any time.

2.4 Social Media Channels:

We may use your personal information to maintain our social media channels, such as Instagram, Facebook and TikTok. This may include sharing updates, responding to comments or messages, and engaging with our customers on these platforms.

2.5 Compliance with Legal Obligations:

We may use and disclose your personal information to comply with legal obligations, including but not limited to tax or regulatory requirements.

Disclosure of Personal Information:

We may disclose your personal information in the following circumstances:

3.1 Third-Party Service Providers:

We may engage trusted third-party service providers who assist us in delivering our services. These providers may have access to your personal information but are strictly bound by confidentiality obligations and may not use your information for any other purpose.

3.2 Legal Requirements:

We may disclose your personal information if required to do so by law or in response to a valid legal request, such as a court order, government investigation, or to protect our rights, safety, or property.

Use of Cookies and Similar Technologies:

We may use cookies, web beacons, and similar technologies to enhance your experience on our website or mobile application. These technologies help us collect usage information, remember your preferences, and improve the overall functionality of our services. By using our website or mobile application, you consent to the use of cookies and similar technologies. You can adjust your browser settings to disable cookies; however, please note that certain features of our services may not function properly without cookies.

Cross-Border Disclosure of Personal Information:

We may transfer personal information to recipients located outside of Australia if it is necessary to fulfil the purposes outlined in this Privacy Policy. We will take reasonable steps to ensure that the recipients handle your personal information in a manner consistent with the APPs and the Privacy Act.

Data Security:

We take reasonable measures to protect the security and confidentiality of your personal information. We employ industry-standard physical, electronic, and managerial procedures to safeguard and secure the information we collect.

Access and Correction:

You have the right to access and correct the personal information we hold about you. If you wish to exercise these rights or update your information, please contact us using the information provided at the end of this Privacy Policy.

Complaints:

If you have any concerns about our handling of your personal information or believe that we have not complied with the APPs or the Privacy Act, please contact us using the information

provided at the end of this Privacy Policy. We will investigate and respond to your complaint promptly.

Links to Other Websites

Please note that this Privacy Policy does not cover the practices of websites or services that may be linked to from our website. We encourage you to review the privacy policies of those websites or services before providing any personal information.

Changes to the Privacy Policy:

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be effective immediately upon posting the revised version on our website or mobile application. We encourage you to review this Privacy Policy periodically to stay informed about our information practices.

Contact Us:

If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us via email at admin@fasfixmobilemechanic.com.au

By using our services, you acknowledge that you have read and understood this Privacy Policy and agree to the collection, use, and disclosure of your personal information as described herein in accordance with the APPs and the Privacy Act.
