

Privacy Policy

Effective Date: 17 May 2025

Shark CCTV & Security Solutions ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth).

1. Information We Collect We may collect the following types of personal information:

- Full name
- Contact information (phone number, email, address)
- Business or residential address
- Billing and payment details
- Details about your property relevant to our services
- Technical data such as IP address and browser type (if using our website)

2. How We Collect Information Information may be collected via:

- Direct communication (phone, email, website form)
- Booking or quote requests
- In-person consultations
- Website interactions (cookies, analytics)

3. How We Use Your Information We use your personal information to:

- Provide, manage, and improve our services (CCTV, alarms, intercoms)
- Issue quotes and invoices
- Communicate with you about your bookings and service status
- Comply with legal obligations

4. Sharing of Information We do not sell or rent your personal information. We may share information with:

- Trusted third-party service providers who assist in delivering our services
- Regulatory authorities if required by law

5. Data Security We implement appropriate technical and organizational measures to protect your information from unauthorized access, loss, misuse, or disclosure.

6. Access and Correction You have the right to request access to your personal information and to request correction if it is inaccurate, out-of-date, or incomplete.

7. Retention We retain your information only as long as necessary for the purposes set out in this policy or as required by law.

8. Website and Cookies Our website may use cookies and analytics tools to enhance user experience. You can choose to disable cookies in your browser settings.

9. Changes to This Policy We may update this policy from time to time. Changes will be posted on our website and are effective upon publication.

10. Contact Us If you have questions or concerns about this Privacy Policy or wish to access or correct your information:

Shark CCTV & Security Solutions

Phone: 0419 560 650

Email: admin@sharkcctvss.com.au

Website: www.sharkcctvss.com.au

Based in Gold Coast, Queensland, Australia