

PRIVACY POLICY

Updated 30/11/2025

DevicePro (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal information responsibly in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. Information We Collect

When you use our services, we may collect the following personal information:

- Name, phone number, email, and contact details
- Device information (make, model, serial number)
- Data stored on your device (for repair, backup, or transfer purposes)
- Payment information (processed securely through our payment providers)

2. How We Use Your Information

We use your personal information to:

- Provide phone repair services, including troubleshooting and fixing devices
- Transfer or backup data as requested
- Communicate with you about your repair or service status
- Process payments and invoices
- Comply with legal obligations

3. Data Storage & Security

- Your data is stored securely while in our possession.
- We implement technical and organisational measures to protect your information from unauthorised access, loss, or misuse.
- Data is retained only as long as necessary for the purposes outlined above or as required by law.

4. Sharing Your Information

- We do not sell your personal information.
- We may share data with third-party service providers (e.g., payment processors, data transfer tools) only as necessary to perform the service.
- We may be required to disclose information to comply with legal obligations.

5. Your Rights Under the Privacy Act 1988, you have the right to:

- Access the personal information we hold about you
- Request corrections to inaccurate or incomplete information
- Make a complaint about how we handle your personal information Requests can be sent to: enquiries@divicorp.com.au

6. Cookies & Online Tracking If using our website, we may use cookies to improve your experience. Cookies do not collect personal information unless you provide it through forms or logins.

7. Changes to this Privacy Policy We may update this Privacy Policy from time to time. The updated policy will be posted on our website with the revised date.

8. Contact Us For questions about this Privacy Policy or your personal information, email us: enquiries@divicorp.com.au