Privacy Policy

3C Technology Shop Pty Ltd (ABN 64 124 041 363), trading as 3C ("3C", "we", "us" or "our"), respects your privacy. This policy explains how we collect, hold, use and disclose personal information, and how you can access or correct it or make a complaint.

We handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Where we supply telecommunications services, we also comply with Part 13 of the Telecommunications Act 1997 (Cth) and the relevant industry codes.

1. Personal information we collect

The information we collect depends on the services we provide to you. It may include:

- names, job titles, business names and contact details such as phone numbers, email and postal addresses
- billing and account information, including payment history
- information needed to verify your identity, for example when setting up, transferring or changing a telecommunications service
- records of support requests, phone calls, emails and remote support sessions
- technical information such as usernames, device names, IP addresses and system logs
- information about your use of telecommunications services we supply, such as service usage and billing records
- resumes and related details if you apply for a job with us

We do not usually collect sensitive information. If you apply for payment assistance, we may need to collect information about your circumstances, which could include health or other sensitive information. We will only collect this with your consent and only use it to assess and manage your request.

2. How we collect personal information

We collect most personal information directly from you, for example when you contact us, sign an agreement, request support or apply for a service. We may also collect it from your employer or organisation, from our suppliers and network partners, and from the management and monitoring tools we operate on systems we support.

If you do not provide the information we ask for, we may not be able to provide our services to you.

3. Information on systems we manage for clients

When we provide IT support, our technicians may have access to client devices, servers, Microsoft 365 environments and other systems that contain personal information. We access that information only to the extent needed to provide the services requested, and we do not use or disclose it for any other purpose. Where we process personal information on behalf of a client, we generally act as a service provider to that client. Our clients remain responsible for the personal information held in their own systems.

4. How we use personal information

We use personal information to:

- provide, support and maintain our IT and telecommunications services
- verify your identity and confirm you are authorised to make changes to an account or service
- manage accounts, billing and payments
- respond to enquiries and complaints
- let you know about changes to our services and relevant products, unless you have asked us not to
- meet our legal and regulatory obligations

You can opt out of marketing communications at any time by using the unsubscribe link or contacting us.

5. Automated decisions

We do not ordinarily use personal information in computer programs to make decisions that could significantly affect your rights or interests. If this changes, we will update this policy to explain the kinds of personal information used and the types of decisions involved.

6. Disclosure of personal information

We do not sell personal information. We may disclose it to:

- suppliers, distributors and network partners we use to deliver services to you, such as wholesale telecommunications providers and software licensing partners
- service providers who support our business, including cloud software, IT management, payment processing and mailing providers
- our professional advisers and insurers
- the Integrated Public Number Database (IPND), where we supply you with a phone number, as required by law
- government agencies, law enforcement and emergency services where required or authorised by law, including under the Telecommunications Act 1997 (Cth)
- any other person with your consent

7. Overseas disclosure

Some of the cloud services we use may store or process information outside Australia, including in the United States and other countries where our service providers operate. Where this happens, we take reasonable steps to ensure the information is handled in a way that is consistent with the Australian Privacy Principles.

8. Security of personal information

We take reasonable steps to protect the personal information we hold from misuse, interference, loss and unauthorised access, modification or disclosure. This includes technical, physical and administrative safeguards, and limiting access to staff who need it to do their job.

When personal information is no longer needed, we take reasonable steps to destroy or de-identify it, unless we are required by law to keep it.

9. Data breaches

If we become aware of a data breach that is likely to result in serious harm, we will respond in line with the Notifiable Data Breaches scheme, which may include notifying affected individuals and the Office of the Australian Information Commissioner. Where a breach involves a client's systems, we will notify that client promptly and work with them on their response.

10. Our website

Our website may use cookies and analytics tools to understand how visitors use the site. This information does not usually identify you. You can disable cookies in your browser settings, although some parts of the site may not work as intended.

11. Access and correction

You can request access to the personal information we hold about you, or ask us to correct it, by contacting us using the details below. We will respond within a reasonable time, usually within 30 days. In some circumstances the law allows us to refuse access, and if so we will explain why in writing.

12. Complaints

If you have a concern about how we have handled your personal information, please contact us first. We will investigate and respond to you within a reasonable time, usually within 30 days.

If you are not satisfied with our response, you can contact:

- the Office of the Australian Information Commissioner at www.oaic.gov.au or 1300 363 992
- for complaints relating to telecommunications services, the Telecommunications Industry Ombudsman at www.tio.com.au or 1800 062 058

13. Contact us

3C Technology Shop Pty Ltd
57-59 Yambil Street, Griffith NSW 2680
Phone: (02) 6962 3100
Email: inquiries@3cgriffith.com.au

14. Changes to this policy

We may update this policy from time to time. The current version is available on our website and may also be requested by contacting us.

Version: 2.0
Effective date: July 2026
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Last reviewed: July 2026
Next review: July 2027, or earlier following a significant incident, material change to operations or change in applicable law