

ASI Locksmiths - Privacy Policy

1. Overview

1.1 This policy explains how ASI Locksmiths collects, uses, stores, and discloses your personal information.

1.2 It applies to all interactions, including in-person, phone, email, and online services.

2. What Information We May Collect

2.1 Full name, business name, and contact details (email, phone, postal address)

2.2 Identification details (e.g., driver's licence) if required

2.3 Payment and billing information

2.4 Job-specific details (e.g., property access, service preferences)

2.5 Website usage data (IP address, browser type, cookies)

2.6 Credit information for trade account applications

2.7 Sensitive or security-related information relevant to service delivery

3. How We Collect Information

3.1 Directly from you during quotes, bookings, payments, or account setup

3.2 Through our website, online forms, and electronic communications

3.3 From authorised third parties (e.g., representatives, credit agencies)

3.4 Automatically via cookies, analytics, and system logs

4. Why We Use Your Information

4.1 To provide locksmith and security services

4.2 To manage accounts, payments, and quotes

4.3 To respond to enquiries and service requests

4.4 To process website orders and service bookings

4.5 To improve our products, services, and customer experience

4.6 To maintain system and access security

4.7 To send marketing communications (unless you opt out)

4.8 To manage defaults and enforce legal rights

4.9 To comply with legal obligations (e.g., licensing, insurance, audit)

5. When We May Disclose Your Personal Information

5.1 To ASI staff, contractors, and technicians who require access to perform services

5.2 To third-party service providers assisting in

service delivery

5.3 To credit reporting agencies for account management and fraud prevention

5.4 When required by law or to protect legal rights, property, or safety

5.5 With your consent, or as permitted/required by law (e.g., legal proceedings, vital interest protection)

5.6 We do not sell, rent, or trade your personal data to third parties for marketing purposes

6. Storage and Security

6.1 Information is safeguarded using physical, electronic, and managerial protections

6.2 Access to sensitive data is restricted to authorised personnel

6.3 We protect against misuse, interference, loss, and unauthorised access or disclosure

6.4 Access codes and sensitive configurations are stored only as needed and deleted when no longer required

6.5 You are responsible for protecting your own access credentials

7. Cookies and Online Analytics

7.1 Our website uses cookies and tracking technologies to improve user experience

7.2 Cookies collect anonymous data on site traffic and usage patterns

7.3 You can disable cookies via your browser settings (may affect functionality)

7.4 We use third-party tools (e.g., Google Analytics) for anonymised usage data

8. Access and Correction

8.1 You may request access to or correction of your personal information

8.2 Requests should be made directly to ASI Locksmiths

8.3 ID verification may be required

8.4 Administrative fees may apply where permitted by law

9. Credit Information

9.1 Collected for trade account or deferred payment applications

9.2 Includes credit reports, payment history, and references

9.3 Managed in accordance with the *Privacy Act 1988 (Cth)* and the *Credit Reporting Code*

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10. Direct Marketing

10.1 We may send updates, promotions, and service announcements

10.2 You can opt out at any time via unsubscribe links or by contacting us directly

11. Overseas Disclosure

11.1 ASI Locksmiths does not currently disclose personal information overseas

11.2 If this changes, we will update this policy and implement appropriate safeguards

12. Data Retention

12.1 We retain information only as long as necessary for service delivery, legal obligations, or dispute resolution

12.2 Data is securely destroyed or de-identified when no longer required

13. Complaints

13.1 You may raise privacy concerns or complaints with us directly

13.2 We aim to respond within 30 days

13.3 If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC)

14. Contact Details

Attn: ASI Locksmiths – Managing Director

Email: admin@asilocksmiths.com.au

Phone: (02) 6251 1233

Address: 61–63 Oatley Crt, Belconnen ACT 2617

15. Changes to This Policy

15.1 We may update this policy periodically

15.2 The latest version will be published on our website

15.3 Continued use of ASI services implies acceptance of any changes