

S2RV GLOBAL SOLUTIONS

PRIVACY POLICY

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Effective: Active

1. Definitions

For the purpose of this Privacy Policy:

“Personal Information” means any information or opinion about an identified individual or an individual who is reasonably identifiable, as defined under the Privacy Act 1988 (Cth).

“Privacy Law” refers to the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) governing the collection, use, and handling of personal information.

“Services” means IT support services provided by S2RV Global Solutions, including remote support, onsite support, troubleshooting, system configuration, and maintenance.

“Client” / “You” refers to any individual or entity engaging our services.

“We”, “Us”, “Our” refers to S2RV Global Solutions.

1. Introduction

This Privacy Policy explains how S2RV Global Solutions (“we”, “our”, “us”) collects, uses, and protects personal information in connection with our IT support services, including remote and on-site support, and our website booking system.

We comply with the Australian Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. Information We Collect

We may collect:

- Identity & Contact Data: name, company name, email, phone number
- Service Data: support requests, device details, system configurations, logs
- Access Credentials (only when required and with consent)
- Payment Data: processed securely via third-party providers (e.g., Stripe)
- Technical Data: IP address, browser type, device information
- Usage Data: website interaction, booking activity

3. How We Use Information

We use information to:

- Deliver IT support services
- Diagnose and resolve technical issues
- Manage bookings, invoices, and payments
- Communicate with clients
- Improve service quality and security
- Comply with legal obligations

4. Remote Access & Confidentiality

- Remote access is only performed with explicit client consent
- Clients are responsible for ensuring backups before granting access
- We will not intentionally access unrelated personal or business data
- All accessed data is treated as confidential

5. Data Sharing

We do not sell personal data. We may share information with:

- Payment processors (e.g., Stripe)
- Cloud and CRM systems
- Legal authorities if required

6. Data Security

We implement:

- Access controls
- Encryption where applicable
- Secure credential handling

7. Data Retention

Data is retained only as long as required for service delivery and compliance.

8. Your Rights

You may request access, correction, or deletion of your data.

9. Cookies

We use cookies for analytics and performance improvements.

10. Contact

Email: info@S2RVGlobalsolutions.com