

PRIVACY POLICY

Unlimited Technical Solutions Pty Ltd

Last updated: 28 September 2026

1. About This Privacy Policy

Unlimited Technical Solutions Pty Ltd ("Unlimited Technical Solutions", "Unlimited Tec", "we", "us" or "our") is committed to protecting the privacy of our customers, merchants, partners, suppliers, website visitors and individuals who interact with our business.

This Privacy Policy explains how we collect, hold, use, disclose and protect personal information in connection with our business, websites, products and services.

Where applicable, we handle personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy applies to Unlimited Technical Solutions Pty Ltd and our website at unlimitedtec.com.au.

2. What Personal Information We Collect

The types of personal information we collect depend on how you interact with us and the products or services we provide.

2.1 Identity Information

- full name;
- business or trading name;
- ABN or ACN;
- job title or position;
- authorised contact-person details.

2.2 Contact Information

- email address;
- telephone or mobile number;
- business address;
- postal address;
- delivery, installation or service address.

2.3 Payment and Billing Information

Where reasonably necessary for our business activities, we may collect or process information such as:

- bank account or payment details;
- payment-provider information;
- billing and invoice records;
- merchant account information;
- transaction-related information relevant to providing or supporting our services.

Payment processing may be performed by independent third-party payment providers such as Square, Stripe, ANZ, Westpac, Tyro, Clover or other providers selected by the customer.

Those providers may collect and process payment information directly under their own terms, security requirements and privacy policies.

2.4 Technical and System Information

When providing POS, software, integration, installation or technical-support services, we may collect:

- POS system configuration information;
- device identifiers;
- IP addresses;
- browser and operating-system information;
- system and access logs;
- software configuration information;
- network and integration information;
- QR ordering, online ordering or other system usage information.

2.5 Support and Communication Information

We may collect and retain:

- emails and other correspondence;
- support tickets;
- service and support history;
- information supplied during telephone, onsite or remote-support interactions;
- merchant onboarding information;
- records relating to installation, configuration and troubleshooting.

2.6 Website and Analytics Information

When you visit our website, we may collect information such as:

- cookies and similar technologies;
- IP address;
- browser and device information;
- pages visited;
- time spent on the website;
- referring websites or sources;
- general website usage information.

3. How We Collect Personal Information

- when you contact us;
- when you request a quotation, demonstration or consultation;
- when you purchase POS systems, software, hardware, QR ordering, online ordering or IT solutions;
- when you request technical or customer support;

- when you interact with our website;
- when you complete forms, agreements or onboarding documentation;
- during installation, configuration or integration of our products or services;
- when you communicate with our employees or authorised representatives;
- when you interact with third-party services integrated with or connected to our products and services.

Where permitted by law, we may also receive personal information from third parties such as payment providers, technology partners, suppliers, distributors, authorised customer representatives and publicly available sources.

4. How We Use Personal Information

4.1 Service Delivery

- supplying, configuring and supporting POS systems;
- providing QR and online ordering solutions;
- providing software, hardware and IT services;
- integrating POS systems with payment providers and other third-party services;
- providing technical and customer support;
- managing customer and merchant accounts;
- processing invoices and payments;
- providing installation, configuration and maintenance services.

4.2 Business Operations

We may use information for:

- administering customer and business relationships;
- improving our products and services;
- monitoring system performance;
- conducting business analytics and reporting;
- maintaining business and service records;
- protecting our systems and services;
- detecting or preventing fraud, misuse or security incidents.

4.3 Communication

We may use contact information for:

- responding to enquiries;
- providing quotations and proposals;
- communicating service information and updates;
- providing onboarding assistance;
- sending important account or service notices;
- communicating information about our products and services where permitted by law.

4.4 Legal and Compliance

We may use personal information where reasonably necessary to:

- comply with applicable laws and regulatory requirements;
- verify identity where required;
- maintain appropriate business, tax and accounting records;
- establish, exercise or defend legal rights;
- comply with lawful requests from government, regulatory or law-enforcement authorities.

Unlimited Technical Solutions does not sell personal information to third parties.

5. Disclosure of Personal Information

We may disclose personal information where reasonably necessary to provide our services or conduct our business.

5.1 Payment and Service Providers

This may include:

- payment processors and payment service providers;
- banks and financial technology providers;
- cloud and hosting providers;
- IT infrastructure and support providers;
- telecommunications providers;
- accounting and professional service providers;
- other suppliers involved in delivering our services.

Payment providers may include Square, Stripe, ANZ, Westpac, Tyro, Clover and other providers selected or authorised by our customers.

5.2 Business and Technology Partners

We may disclose information to:

- software and integration partners;
- hardware suppliers and distributors;
- technology vendors;
- authorised contractors;
- other business partners where reasonably necessary to provide a requested product or service.

Third-party providers may operate under their own privacy policies and contractual terms.

5.3 Legal and Regulatory Disclosures

We may disclose information to:

- government agencies;
- regulators;
- law-enforcement authorities;
- courts and tribunals;
- auditors;

- insurers;
- legal advisers;
- other parties where disclosure is required or authorised by law.

6. Storage and Security

Unlimited Technical Solutions takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

Depending on the systems and information involved, security measures may include:

- secure systems and infrastructure;
- encryption where appropriate;
- access controls;
- authentication and multi-factor authentication where applicable;
- system monitoring and security reviews;
- restricted access to information;
- the use of reputable technology and service providers.

While we take reasonable steps to protect personal information, no electronic transmission, storage system or online service can be guaranteed to be completely secure.

7. Payment Information and Payment Integrations

Unlimited Technical Solutions provides POS systems and technology that may integrate with third-party payment providers.

Where payment-card processing is performed by an independent payment provider, payment information may be transmitted directly to and processed by that provider under its own systems, terms, security requirements and privacy policies.

Unlimited Technical Solutions does not claim through this Privacy Policy to independently hold any particular payment-card security certification unless expressly stated elsewhere by us.

Customers should review the terms and privacy policies of their selected payment provider.

8. Cookies and Website Tracking

Our websites may use cookies and similar technologies to:

- operate website functionality;
- improve user experience;
- analyse website traffic;
- remember user preferences;
- maintain security;
- support login or session functionality where applicable.

You may be able to disable or restrict cookies through your browser settings. However, doing so may affect the operation of certain website features.

9. Overseas Disclosure

Unlimited Technical Solutions uses certain technology, cloud, analytics, payment and communication service providers that may store, process or access personal information in Australia and overseas.

Based on the services we currently use, personal information may be stored, processed or accessed in the following locations:

- **Australia** - including Australian-hosted systems and services and Australian data-hosting regions used by certain service providers.
- **Singapore** - certain Kayta systems and data are hosted using **Amazon Web Services (AWS)** infrastructure in the Asia Pacific (Singapore) region.
- **United States and other overseas locations** - certain global technology, analytics, software, payment, communications and support providers may process or access information through infrastructure located outside Australia.
- **Google Analytics infrastructure** - where Google Analytics is used on our websites or services, analytics information may be collected and processed using Google's regional and globally distributed infrastructure.

The specific countries and locations in which personal information is stored, processed or accessed may vary depending on the service provider, product, system configuration and nature of the service being provided.

Where the Australian Privacy Principles apply to an overseas disclosure, Unlimited Technical Solutions takes reasonable steps, as required by applicable law, to ensure that personal information is handled appropriately and in accordance with applicable privacy requirements.

We periodically review the third-party services we use and may update this Privacy Policy where there are material changes to the locations in which personal information is stored, processed or accessed.

10. Access and Correction

You may contact us to request access to personal information we hold about you or to request correction of information that you believe is inaccurate, incomplete or out of date.

We may need to verify your identity before responding to a request.

In some circumstances, applicable law may permit or require us to refuse access or correction. Where required, we will provide an explanation.

11. Deletion and Retention of Personal Information

You may request deletion of personal information we hold about you.

We will consider deletion requests in accordance with applicable law and our legal, contractual, accounting, taxation and legitimate record-retention requirements.

We retain personal information for as long as reasonably necessary for:

- the purposes for which it was collected;
- providing and supporting our products and services;
- maintaining appropriate business records;
- resolving disputes;
- maintaining security and fraud-prevention records;
- satisfying legal, contractual, tax, accounting and regulatory requirements.

When personal information is no longer reasonably required and we are not legally required to retain it, we will take reasonable steps to destroy or de-identify it.

12. Marketing Communications

Where permitted by law, we may use contact information to communicate with existing or prospective customers about products, services, technology solutions and business updates.

You may request that we stop sending marketing communications at any time by using an unsubscribe facility where provided or by contacting us.

We may continue to send operational, transactional, security or service-related communications where necessary.

13. Data Breaches

If we become aware of a data breach involving personal information, we will assess and respond to the incident in accordance with applicable Australian privacy and data-breach requirements.

Where notification is required by law, we will notify affected individuals and relevant regulatory authorities as required.

14. Third-Party Websites and Services

Our websites, software or services may contain links to or integrations with third-party websites, applications, payment providers or technology services.

Those third parties may have their own privacy policies and information-handling practices.

Unlimited Technical Solutions is not responsible for the independent privacy practices of third parties, and we encourage customers to review the applicable privacy policy before providing personal information to an external service.

15. Privacy Complaints

If you believe Unlimited Technical Solutions has not handled your personal information appropriately or has breached applicable privacy obligations, please contact us using the details below.

Please provide sufficient information for us to understand the nature of your concern.

We will:

- acknowledge your complaint;
- review and investigate the matter;
- request further information where reasonably necessary;
- respond within a reasonable period.

We will seek to resolve privacy complaints directly with you where possible.

If you are not satisfied with our response and the Privacy Act applies to your complaint, you may be entitled to lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, technology, products, services, information-handling practices or legal requirements.

The current version will be published on our website together with its last-updated date.

We encourage users to review this Privacy Policy periodically.

17. Contact Us

For privacy enquiries, access or correction requests, deletion requests or privacy complaints, please contact:

Unlimited Technical Solutions Pty Ltd

Address: Unit 1 / 17 Merino Entrance, Cockburn Central WA 6164, Australia

Email: sales@unlimitedtec.com.au

Phone: 08 9414 7967

Website: unlimitedtec.com.au