



Digital Support, Delivered Personally

DelMac Tech – Privacy Policy

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1. Our Commitment to Privacy

DelMac Tech respects your privacy and understands the importance of protecting personal and digital information.

We aim to collect only the information reasonably required to provide support, communication, bookings, memberships, and related services.

2. Information We May Collect

Depending on the service provided, DelMac Tech may collect:

- Name and contact details
- Booking information
- Device or technology information
- Email correspondence
- Support notes and service history
- Membership information
- Information voluntarily shared during support sessions

3. How Information Is Used

Information may be used to:

- Provide support services
- Respond to enquiries
- Manage bookings and memberships
- Improve services and support quality
- Maintain continuity of support
- Communicate important service updates



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4. Confidentiality

DelMac Tech understands that many support situations involve personal, sensitive, or family-related information.

Reasonable care is taken to maintain confidentiality and respectful handling of client information.

5. Third-Party Services

DelMac Tech may use trusted third-party services for:

- Website hosting
- Booking systems
- Email communication
- Payment processing
- Analytics or website functionality

These providers may store or process limited information required for their services.

6. Remote Support & Device Access

Where remote support services are provided, DelMac Tech may temporarily view or access device information, settings, files, or accounts only as reasonably required to deliver the requested service. DelMac Tech does not intentionally access personal information unrelated to the requested support and reasonable efforts will be made to minimise unnecessary exposure.

7. Support Records & Continuity Notes

DelMac Tech may maintain support notes, service history, and operational records to assist with continuity of care, repeat support, memberships, and future service delivery. Records are retained only as reasonably required for business, legal, operational, or funding purposes.



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8. Data Sharing

DelMac Tech does not sell personal information to third parties.

9. Data Security

While no online system can guarantee complete security, DelMac Tech aims to use reasonable safeguards to protect information wherever possible.

10. Feedback & Concerns

DelMac Tech encourages clients to provide feedback including positive, negative, or constructive concerns through available communication channels. We value the opportunity to respond, clarify concerns, and improve services wherever possible.

11. Access & Corrections

Clients may request corrections to inaccurate personal information by contacting DelMac Tech directly.

12. Contact

For privacy-related questions, please contact:

hello@delmactech.com.au