

# Privacy Policy

**Effective Date:** 7th October 2025

**Business:** No Fix No Pay IT

**Website:** <https://www.nofixnopayit.com.au>

## 1. Introduction

At **No Fix No Pay IT**, your privacy is important to us. We are committed to protecting your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. This Privacy Policy explains how we collect, use, and safeguard your information.

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## 2. Information We Collect

We may collect the following types of personal information:

- Your name, phone number, and email address
- Billing and payment details
- Device or system information necessary to perform services
- Diagnostic data provided by you or collected during technical support
- Optional feedback or communication history

We do not collect sensitive personal information unless required to perform a service you've requested and with your consent.

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## 3. How We Use Your Information

We use your information to:

- Deliver and manage IT support services
- Communicate with you about your service requests or appointments
- Process payments and invoices
- Improve our services and customer experience
- Comply with legal obligations

We will **never sell, rent, or trade** your personal information to third parties.

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## 4. Data Security

We take reasonable technical and organisational measures to protect your personal information from unauthorised access, loss, or misuse. However, given the nature of technology and the internet, **we cannot guarantee absolute security** and you acknowledge that you provide information at your own risk.

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## 5. Data Storage and Retention

We store data securely in Australia-based or reputable international cloud platforms that comply with Australian data protection standards. We retain data only as long as necessary to provide services or meet legal obligations.

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## 6. Access and Correction

You may request access to or correction of your personal information at any time by contacting us at:

 [hello@nofixnopayit.com.au](mailto:hello@nofixnopayit.com.au)

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## 7. Updates to this Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

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## 8. Contact Us

For any privacy concerns or inquiries, please contact:

**No Fix No Pay IT**

 [hello@nofixnopayit.com.au](mailto:hello@nofixnopayit.com.au)

 Sydney, NSW

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## Terms of Service

**Effective Date:** 7th October 2025

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## 1. Acceptance of Terms

By engaging our services, you agree to be bound by these Terms of Service. These terms apply to all work carried out by **No Fix No Pay IT**, including remote and onsite technical support.

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## 2. Service Options

Customers are required to select one of our service levels — **Good, Better, or Best** — to determine the approach and pricing for the service requested. Each level represents different solution depth, response time, and inclusions.

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## 3. No Fix, No Pay Policy

Our “No Fix, No Pay” policy applies only where:

- We are **unable to diagnose or provide a fix** for the issue at all.  
If a solution, recommendation, or workaround is provided, the service is considered fulfilled and payable, **even if the customer chooses not to proceed or apply the fix.**
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## 4. No Refunds

All payments for completed services are **non-refundable**. Once service has been delivered — either remotely or onsite — charges are payable in full.

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## 5. No Warranty or Guarantee on Hardware

**No Fix No Pay IT** provides software and technical support services only. We do **not provide warranty, guarantee, or liability** for any:

- Hardware or equipment failure
- Manufacturer defects
- Third-party device malfunctions

Any replacement parts, hardware purchases, or third-party products are the sole responsibility of the customer.

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## 6. Reinspection and Follow-up Work

If an issue reoccurs or further inspection is required after completion of service, a **new service charge will apply**. Each visit or remote session is treated as a separate engagement unless explicitly covered under a service plan.

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## 7. Data Loss and Security Disclaimer

While we take care when handling data, **No Fix No Pay IT** accepts no responsibility for data loss, corruption, or failure arising from:

- Hardware or storage device failure
- Data recovery attempts
- Virus, malware, or ransomware attacks
- Hacking, unauthorised access, or inherent software vulnerabilities

Customers acknowledge and accept these risks and are **responsible for maintaining their own data backups** before any work begins.

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## 8. Limitation of Liability

To the maximum extent permitted by law, **No Fix No Pay IT** shall not be liable for:

- Loss of data, income, profit, or business interruption
  - Any indirect, incidental, or consequential damages
- Our total liability for any service shall not exceed the amount paid by the customer for that specific service.
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## 9. Payment Terms

Payment is due **at the time of service completion**, unless otherwise agreed in writing. For onsite visits, payment may be requested upon arrival or immediately after work completion.

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## 10. Customer Responsibilities

Customers agree to:

- Provide accurate information about the issue and system
  - Back up all important data prior to service
  - Grant authorised access to the technician to perform work safely and legally
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## 11. Governing Law

These Terms are governed by the laws of **New South Wales, Australia**, and any disputes shall be resolved in the courts of NSW.

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## 12. Contact Information

For all service inquiries or legal correspondence:

**No Fix No Pay IT**

 [hello@nofixnopayit.com.au](mailto:hello@nofixnopayit.com.au)

 Sydney, NSW

 <https://www.nofixnopayit.com.au>