

Tech101 Legal Policies

Terms and Conditions

Effective Date: 12 October 2025

These Terms and Conditions govern your use of services provided by Tech101.

- 1. Services:** Tech101 provides onsite and remote IT support, computer setup, troubleshooting, and consulting. We do not offer website design services.
 - 2. Payments:** Payments are accepted via Stripe, PayPal, bank transfer, or in-person EFTPOS. All prices are in AUD.
 - 3. Customer Responsibilities:** Clients must ensure their devices are backed up before service. Tech101 is not responsible for data loss.
 - 4. Liability:** To the extent permitted by law, Tech101 is not liable for indirect, incidental, or consequential damages resulting from services.
 - 5. Intellectual Property:** All written content, logos, and materials remain the property of Tech101.
 - 6. Governing Law:** These terms are governed by the laws of New South Wales, Australia.
- Contact:** Tech101 | Orange NSW 2800 | info@tech101.com.au | 0485 500 101
Last updated: 12 October 2025

Privacy Policy

Effective Date: 12 October 2025

Tech101 is committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Information We Collect: We may collect your name, contact details, device information, and service history when you contact or use our services.

How We Use Information: We use this information to deliver IT support, manage customer relationships, process payments, and improve our services.

Disclosure: We may share data with trusted providers such as Wix, Stripe, PayPal, and analytics partners to process transactions and improve performance. Your information is never sold.

Cookies & Analytics: Our website may use cookies and analytics tools (e.g., Google Analytics) to improve browsing and monitor performance.

Data Security: We implement appropriate security measures to protect your personal data.

Your Rights: You may request access to or correction of your personal information by emailing info@tech101.com.au.

Copyright Notice: © 2025 Tech101. All rights reserved under the Copyright Act 1968 (Cth). Unauthorized reproduction of website content or logo is prohibited.

Contact: Tech101 | Orange NSW 2800 | info@tech101.com.au | 0485 500 101

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Refund Policy

Effective Date: 12 October 2025

Tech101 complies with the Australian Consumer Law (ACL) to ensure fair and transparent refund practices.

1. Eligibility: Refunds or replacements are provided if a service has a major fault or is not delivered as agreed.

2. Non-refundable Cases: Change of mind or third-party issues are not eligible for refunds.

3. Process: To request a refund, contact info@tech101.com.au within 14 days of service completion.

4. Resolution: Tech101 may offer to re-perform the service or provide a credit toward future service.

5. Contact: Tech101 | Orange NSW 2800 | info@tech101.com.au | 0485 500 101

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