

SureShift Privacy Policy

Personal information handled through the SureShift Complete Home Computer Changeover Service

Effective date: 6 September 2026

SureShift is a registered business name operated by Peter Baker, a sole trader, ABN 63 413 993 900. Invoices, receipts and payments may be administered through Resolu, another registered business name operated by the same owner under the same ABN.

1 Who we are

1.1 This Privacy Policy explains how Peter Baker, ABN 63 413 993 900, trading as SureShift and Resolu (we, us or our), collects, holds, uses and discloses personal information in connection with SureShift.

1.2 SureShift provides a Complete Home Computer Changeover Service. Peter personally manages the assessment, computer selection, preparation, transfer, home installation, handover, secure erasure and settling-in assistance.

1.3 Resolu administers invoices, receipts and payments for SureShift. SureShift and Resolu are registered business names operated by the same sole trader under the same ABN.

1.4 We aim to handle personal information openly and responsibly and to follow the Australian Privacy Principles as good practice. We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles to the extent they apply to us.

2 Scope

2.1 SureShift is offered only to customers in Australia. This policy applies to personal information handled through the SureShift website, callback and enquiry forms, telephone and email communications, quotes, orders, payments, home appointments, computer preparation, data transfer, support, warranty coordination, erasure and business administration.

2.2 A third-party website or service may also have its own privacy policy. This policy explains when we may use such providers to deliver SureShift.

3 Information we may collect

- contact information, including your name, email address, telephone number and home or service address;
- details about the person arranging the changeover and their authority to act for the computer user;
- quote, order, deposit, invoice, payment-status and appointment information;
- details about how you use the old computer and your preferences for the replacement;
- device details, operating system, installed applications, storage use, printer and other compatible equipment;
- support records, emails, call notes, callback-form information, service history, feedback and complaints;
- files, photos, email information, address books, bookmarks, settings and other content that must be accessed or transferred to provide the service;
- technical information generated during transfer, testing, remote assistance, warranty or erasure; and
- website information such as IP address, browser type, approximate location, referring page, pages viewed, cookie identifiers and analytics data, depending on the services enabled.

4 Sensitive information and incidental access

4.1 We do not ordinarily ask you to provide sensitive information. During a changeover, personal files may contain health, financial, identity, family or other sensitive information. Peter may encounter such information incidentally while transferring, checking or troubleshooting data.

4.2 We seek to access only what is reasonably necessary for the requested service. You may remove or separately secure unrelated sensitive material before the service where practicable.

5 How we collect information

5.1 We usually collect information directly from you when you enquire, request a callback, accept a quote, pay a deposit, communicate with Peter, provide access to a device or account, participate in the handover or request support.

5.2 We may also receive information from a family member or another authorised person, website and cookie technologies, our CRM and invoicing providers, the computer or software involved, payment providers, the refurbisher or warranty provider, and other providers used to deliver the service.

5.3 If you provide another person's information, you must be authorised to do so and should make this policy available to them where appropriate.

6 Why we use and disclose information

We may use and disclose personal information to:

- respond to enquiries and determine whether SureShift is suitable;
- prepare and administer quotes, orders, appointments, deposits, invoices and payments;
- select, prepare, install and support the replacement computer;
- transfer and check agreed files, email, applications, settings and compatible equipment;
- provide the personal handover and 30 days of settling-in assistance;
- coordinate hardware warranty claims, collection, freight and return;
- securely erase and, where requested, recycle the old computer;
- maintain service, financial, insurance, security and business records;
- handle access requests, corrections, complaints and disputes;
- prevent fraud, misuse, security threats or unlawful activity; and
- meet legal, tax, insurance and regulatory obligations.

We do not sell customer lists or personal information.

7 Passwords and account access

7.1 Peter may need you present to enter passwords, approve multi-factor authentication or confirm security prompts. SureShift does not intentionally record or retain your passwords.

7.2 Some saved passwords may transfer automatically where the browser, operating system, account and security settings permit. We cannot guarantee that every password or account session will transfer.

8 Temporary encrypted transfer copy

8.1 Your old computer remains in your home. When temporary storage is required, agreed information may be copied to a VeraCrypt-encrypted solid-state drive kept under Peter's control.

8.2 The temporary copy is used only to complete the changeover. It is not a permanent backup and may be retained for up to 30 days after handover so reasonably missed information can be addressed. You may request earlier erasure.

8.3 At the end of the retention period, the temporary copy is securely erased. Technical backup cycles or provider records unrelated to the transfer copy may have separate lawful retention periods.

9 Old computer and erasure records

9.1 Nothing is erased until you approve the completed transfer. If requested, Peter uses professional erasure software, verifies the result where possible and provides a certificate of erasure before responsible recycling.

9.2 We may retain the certificate and related service record as evidence of the instruction, method, date and outcome, but not the erased content itself.

10 Service providers and disclosures

10.1 We may disclose information where reasonably necessary to providers involved in CRM and enquiry forms, website hosting and analytics, email and communications, invoicing and payment processing, refurbished computer supply, warranty and freight, remote support, secure erasure, recycling, professional advice, insurance, and lawful government or regulatory requests.

10.2 Providers may handle information only for the relevant service or another lawful purpose governed by their terms, contracts and privacy obligations. We disclose only information reasonably necessary for the purpose.

11 Overseas processing

11.1 Some cloud, communications, CRM, payment, website and technology providers may store or process personal information outside Australia. The locations depend on the provider and account settings in use.

11.2 Where practicable and required, we will identify likely overseas recipient countries after confirming the current provider arrangements. We take reasonable steps required by applicable Australian privacy law and consider appropriate contractual, technical and organisational protections.

12 Cookies and website analytics

12.1 SureShift and associated enquiry pages may use cookies, local storage, analytics and similar technologies to operate the site, remember choices, understand usage and improve performance.

12.2 You can use the website cookie controls and browser settings to manage many cookies. Blocking some technologies may affect functionality. The services actually enabled should be described in the published cookie notice.

13 Direct marketing

13.1 We may send relevant service information or offers where you have consented or where otherwise permitted by law. You may opt out at any time using an unsubscribe option or by contacting us.

13.2 We may still send essential service, appointment, billing, warranty and security communications that are not marketing.

14 Security

14.1 We take reasonable steps appropriate to the information and service to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

14.2 Measures may include access controls, authentication, encryption, secure remote-support tools, endpoint protection, provider review, confidentiality obligations and limiting access to people who need it.

14.3 No internet transmission, device or storage system is completely secure. You should protect your credentials, use multi-factor authentication where available and tell us promptly about suspected unauthorised access.

15 Retention and deletion

15.1 We retain personal information only for as long as reasonably necessary to provide and support the service, maintain business and security records, resolve disputes, or meet legal, tax, insurance and contractual obligations.

15.2 Financial and transaction records may be kept for legally required periods. Service, warranty and erasure records may be retained while reasonably relevant. Temporary transfer copies follow the period in section 8.

15.3 When information is no longer required, we take reasonable steps to delete, destroy or de-identify it, subject to lawful retention obligations, provider backup cycles and technical limitations.

16 Access and correction

16.1 You may ask for access to personal information we hold about you or ask us to correct it by contacting hello@sureshift.com.au. We may need to verify your identity and authority before acting.

16.2 We will respond within the period required by applicable law. If we refuse a request, we will give reasons and available complaint options where required.

17 Privacy enquiries and complaints

17.1 Contact Peter at hello@sureshift.com.au or 02 7912 0137 and provide enough information for us to investigate. We aim to acknowledge and respond to a privacy complaint within 30 days. If more time is reasonably required, we will explain why.

17.2 If you are not satisfied and the Privacy Act applies, you may be able to complain to the Office of the Australian Information Commissioner at www.oaic.gov.au or 1300 363 992.

18 Data breaches

18.1 If we suspect unauthorised access to, disclosure of or loss of personal information, we will take reasonable steps to contain and assess the incident and reduce potential harm.

18.2 Where the Notifiable Data Breaches scheme or another notification obligation applies, we will notify affected individuals and the relevant regulator as required.

19 Automated decisions

19.1 We do not currently arrange for computer programs to use personal information to make decisions that could reasonably be expected to significantly affect an individual's rights or interests without meaningful human involvement.

19.2 If this changes, we will update this policy as required by applicable law.

20 Changes to this policy

20.1 We may update this policy when our services, providers, information practices or legal obligations change. We will publish the current version and effective date and provide additional notice where appropriate for a material change.

21 Contact

Privacy Contact
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