

PRIVACY POLICY – PWRON PTY LTD

Firstly, thank you for purchasing our product and associated service/s.

PWRON Pty Ltd and its affiliates and subsidiaries including, but not limited to the following: “PWRON”, “PWRON Power Outage Alert Systems”, “PWRON Monitoring (AUS) Pty Ltd” and “Cre8 Innov8 Pty Ltd” are committed to protecting your privacy – please see below Privacy Policy in relation to the way we use your information. If you require any further information, please contact us (contact details found at www.pwron.com.au or at the bottom of the user interface screen)

This Privacy Policy covers all PWRON Pty Ltds Products and online assets.

By using our Products and online assets (including but not limited to www.pwron.com.au and app.pwron.com.au) you are accepting and consenting to our practices as outlined in this Privacy Policy.

WHAT INFORMATION DO WE COLLECT?

PWRON Pty Ltd collects standard account information when you set up your smart device – this includes, but is not limited to: your full name, your address, your email address, your mobile phone number and related timezone – this information is required to provide the service level expected from our device (and its related alerts/monitoring features)

We use third-party service providers for account billing, subscription payments, product purchases, such as Stripe and Paypal –these third-party service providers may have their own privacy policies, which are separate to that of PWRON Pty Ltd.

These providers will collect important billing information, such as credit card and personal details. PWRON Pty Ltd has access to these details for account purposes, but does not store them on internal or external servers.

WHERE DO WE COLLECT YOUR INFORMATION?

We collect your information when you purchase PWRON products direct from us online, or a third party reseller (such as Amazon)

When you set up a smart device, you will be prompted to supply personal information for account set up purposes – we will use this information to set up your account (and your alert recipient details)

You may add “alert recipients” to your user interface – please ensure you have the consent of any other individuals prior to adding or providing their personal details.

The smart device requires your home or business wi-fi details (including password) in order to connect and continue using your wi-fi connection to provide the “power outage alert” service. This information is stored on the device itself.

HOW WE USE YOUR INFORMATION

We use your information to provide the appropriate level of customer service needed – this may include:

1. Account set up
2. Buying our products
3. Customer service and support
4. Notification of account status or billing issues
5. Where applicable, to offer new PWRON Pty Ltd products

PERSONAL INFORMATION SECURITY

We use industry standard security certificates for the protection of your personal information and do not share any information provided to us to any marketing services.

FURTHER PRIVACY QUESTIONS?

Please contact PWRON Pty Ltd if you require any further information – details can be found at www.pwron.com.au

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