

PRIVACY POLICY

TwelveFourTwelve Enterprises Pty Ltd (ABN 15 600 183 033)
Trading as: Instapwr Electrical Services and Instapwr Solar
("Instapwr", "we", "our", "us")
Version: 1.0
Effective Date: 22 February 2026
Last Updated: 25 February 2026

1. Introduction

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

This Privacy Policy explains how we collect, use, store, disclose, and protect personal information obtained through our operations, including our website, email and phone communications, service enquiries, bookings, inspections, installations, repairs, maintenance, reporting, cleaning, and associated services.

By engaging Instapwr, communicating with us, accessing our website, or receiving our services or deliverables, you consent to the practices described in this Privacy Policy.

2. What Information We Collect

We may collect personal information and related data that is reasonably necessary to provide our services, including:

2.1 Personal and Contact Information

- name
- residential and/or billing address
- phone number
- email address
- company or trading name (where applicable)
- role/position (e.g., builder, agent, insurer, property manager, strata representative)

2.2 Job and Site Information

- Site address and access requirements
- job scope details and service history
- equipment details (e.g., inverter, panels, switchboards, batteries, meters)
- electrical and solar system information
- compliance and safety notes
- authority approvals and connection process information (where relevant)

2.3 Inspection Media and Technical Evidence

- photographs and videos
- thermal images
- drone imagery
- inspection notes and measurements
- test results and commissioning data
- fault findings and diagnostic records
- reports, certificates, and documentation

2.4 Communications and Records

- emails, messages, call records (including notes of conversations)
- booking confirmations and approvals
- purchase orders and instructions
- job updates and correspondence

2.5 Payment and Transaction Information

- invoices, payments, and transaction records
- payment method details processed via authorised payment providers (we do not store full card details)

2.6 Website and Technical Data

When you use our website, we may collect:

- IP address
- browser type and device information
- pages visited and time spent
- referral source and basic analytics data
- cookies and similar tracking data (see Section 10)

3. How We Collect Information

We may collect information:

- directly from you (including via email, phone, website forms, or written approval)
- from authorised third parties engaging us (e.g., builders, insurers, agents, property managers, strata managers, or representatives)
- during Site attendance, inspections, testing, and Works
- through our operational systems and service software
- via monitoring platforms and manufacturer portals (where used or provided)
- from suppliers, wholesalers, and technical support channels (where relevant to your Works)

Where information is provided by a third party (such as a builder or insurer), you acknowledge that the third party may have authority to provide that information and instruct Instapwr in connection with the Works.

4. Inspection Media, Drone & On-Site Evidence Capture

During inspections and Works, Instapwr may capture inspection media and technical evidence including photographs, videos, thermal imagery, drone imagery, and associated documentation.

4.1 Purpose

This information is collected strictly for purposes such as:

- diagnostics and fault finding
- safety assessment and compliance documentation
- reporting and evidence records (including insurance-related evidence)
- quality assurance and training (where appropriate)
- project coordination with authorised parties

4.2 Consent and Reasonable Capture

By engaging Instapwr, requesting an inspection or Works, or allowing Site access, you consent to the reasonable capture of inspection media necessary to perform our services.

Instapwr takes reasonable steps to avoid capturing unrelated personal content where practicable.

4.3 Commercial Confidentiality

Inspection media, photographs, thermal imagery, drone imagery, reports, and associated documentation may also constitute commercially confidential information and form part of Instapwr's professional evidence and reporting records.

5. How We Use Your Information

We may use personal information to:

- provide electrical, solar, battery, inspection, reporting, repair, maintenance, cleaning, and associated services
- prepare and issue reports, certificates, documentation, and deliverables
- communicate with you and/or authorised parties about bookings, scheduling, Works progress, access, safety, and deliverables
- comply with legal obligations, safety requirements, and Australian Standards where applicable
- manage job administration, approvals, audit trails, and record keeping
- process invoices and payments
- manage warranties, defects, service history, and follow-up work
- administer promotions or giveaways (where applicable)
- improve our operations and service delivery

6. Disclosure of Information

We may disclose personal information where reasonably necessary to:

6.1 Deliver Services and Coordinate Works

- builders, insurers, project managers, property managers, strata managers, and authorised representatives
- subcontractors and technical specialists engaged for the Works
- suppliers, manufacturers, and wholesalers (for procurement, warranty, and technical support)
- monitoring providers and manufacturer platforms (where relevant)

6.2 Compliance, Legal and Enforcement

- regulatory bodies, network operators, and authorities where required (e.g., connection processes or compliance requirements)
- professional advisers (including legal, accounting, and insurance advisers)
- where reasonably required for debt recovery, dispute resolution, insurance processes, or enforcement of contractual rights

- third-party debt collection agencies or legal representatives for the purpose of recovering overdue amounts (including disclosure of relevant personal and commercial information where required)

6.3 By Law

Where required or authorised by law, including responding to legal process or protecting rights, property, safety, or preventing fraud.

We take reasonable steps to disclose only the information required for the relevant purpose.

7. Software, Cloud Systems & Data Storage

Instapwr uses third-party software and cloud systems for job scheduling, documentation, communication, payments, accounting, reporting, and operational record keeping.

7.1 Job Management System (JMS)

Instapwr's Job Management System (JMS) is used to store booking records, communications, approvals, purchase orders, photographs, documentation, job history, and other operational data for contractual, administrative, compliance, and evidentiary purposes.

7.2 Overseas Storage

Some third-party providers may store data in Australia or overseas. While we take reasonable steps to select reputable providers and maintain safeguards, we cannot guarantee the security of third-party systems.

8. Report Ownership, Confidentiality & Distribution

Reports, inspection findings, technical documentation, photographs, inspection media, and supporting material may contain personal or property-related information.

Instapwr manages report release and distribution in a controlled manner, including where the engaging party is a builder, insurer, agent, property manager, or authorised representative.

9. Relationship With Terms & Conditions

The handling of information, inspection media, reports, and documentation is also subject to Instapwr's Terms and Conditions, including confidentiality, report reliance, and distribution limitations.

Privacy rights do not create any entitlement for third parties to rely on, access, reproduce, distribute, or use reports, inspection findings, or documentation outside the scope permitted under Instapwr's Terms and Conditions.

10. Marketing & Promotional Use

Instapwr may use photographs or project information for marketing or promotional purposes, including website content and social media.

Where practicable, we take reasonable steps to avoid publishing content that identifies individuals or reveals sensitive personal information.

You may request removal of identifiable material by contacting us (see Section 15).

11. Cookies & Website Analytics

- Our website may use cookies and analytics tools to:
 - improve website performance and functionality
 - understand website usage trends
 - enhance user experience
- You can disable cookies through your browser settings, though some website functions may be affected.

12. Security of Your Information

We implement reasonable administrative, technical, and physical safeguards to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

However, no method of electronic transmission or storage can be guaranteed completely secure.

13. Data Retention

We may retain information for as long as reasonably necessary to:

- maintain service history and warranties
- meet legal and regulatory obligations
- manage insurance-related evidence requirements
- resolve disputes and manage risk

- enforce contractual rights

Communications, booking confirmations, inspection records, and JMS data may be retained as evidence of contractual engagement, service delivery, and compliance.

14. Access and Correction

You may request access to personal information we hold about you or request correction if information is inaccurate, out of date, incomplete, irrelevant, or misleading.

We may require identity verification before releasing information and may refuse requests where permitted by law.

15. Complaints

If you believe your privacy has been breached, please contact us and we will investigate and respond within a reasonable timeframe.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

16. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. The current version will be published on our website and will apply from the date listed above.

Your continued engagement with Instapwr constitutes acceptance of the updated policy.

17. Contact Us

For privacy enquiries, access/correction requests, or complaints, contact:
privacy@instapwr.com.au