

Acoustic Images Aust. P/L

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### Privacy Policy

Acoustic Images Aust P/L ACN 062 505 471

Any instance of “we”, “us”, or “our company” is in reference to Acoustic Images Aust P/L ACN 062 505 471

### Our Business

We are a dealer of audio video equipment to the general public, ranging from customer sales, service through to full home installation. The goods we stock include video equipment, audio equipment, and home automation equipment.

### Your Personal Information

The process of customer service will require us to obtain personal information which may include your full name, residential address, phone number(s), email address, bank account and/or credit card details and driver’s license number.

If you choose to not provide certain personal information, we may not be able to provide you with the services you require, or the level of service that we pride ourselves on.

If in the event we require you to provide personal information about other individuals to us, e.g. contact details for an authorised representative for an installation/delivery, we rely on you to inform those individual(s) that you are providing their personal information to us and advise them that they can view our privacy policy on our website.

### How your personal information is collected

We collect personal information in a number of ways, including:

- Directly from you, for example, when you provide information via phone, email, sales invoices, sales-related documentation, or through our website;
- From third parties such as our related companies, credit reporting agencies or your representatives;
- From publicly available sources of information;
- From our own records of your previous purchases;
- When legally required to do so

### How your personal information is used

Your information may be used to:

- Verify your identity;
- Assist you to subscribe to our services;
- Provide the services you require;
- Implement and manage those services, including , invoicing, charging, collecting debts, installation/delivery of equipment;
- Suggest ways the services we provide to you could be improved;
- Research and develop our services;

We may also distribute promotional and marketing material to you by way of direct mail, telemarketing, email, SMS and MMS messages by us or our related companies and bodies.

This is to keep you informed of products, services, special offers and new events relevant to Acoustic Images Aust P/L. If you do not wish to receive this promotional material from us or our related companies, please leave your details on our Contact page We will take reasonable precautions to ensure all promotional and marketing material that may have been distributed to you will include an option where you may cancel your subscription. Should you wish for this to happen we will remove you from that list only.

### When we disclose your personal information

In order to deliver goods and services you may require, we may need to disclose your personal information to a company or organisation outside of our company, for instance, a service agent when you request a repair of an item. Your personal information is disclosed to an external company of Acoustic Images Aust only in relation to service that we provide. We will take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations pertinent to the protection of your personal information.

These outside organisations perform the following services for us:

- Repairing malfunctioning audio video equipment;
- Accounting and bookkeeping;
- Installation, maintenance and construction;
- Website usage analysis and hosting;
- Customer enquiries;
- Mailing operations

In addition, we may disclose your personal information to:

- Your authorised representatives or legal advisers (when requested by you to do so);
- Credit-reporting and fraud-checking agencies;
- Credit providers;
- Our related companies;
- Our professional advisers, such as our lawyers or accountants;
- Government and regulatory authorities and other organisations, as required by law

### Accurate Information

We will take all reasonable steps to ensure the personal information we collect, use and disclose is accurate, complete and updated. However, the accuracy of this information is largely dependent on the information you provide. Therefore we recommend that you ensure the information you provide to us is accurate at the time, and that you inform us of any errors or changes to your personal information.

## Your rights

You have the right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know. Please also be aware that appropriate security checks will have to be fulfilled, and you may be required to put your request in writing for security purposes.

## How to contact us

If you have any questions in relation to privacy, please contact us via our Contact page on our Website <http://www.acoustic-images.com/contact/>

Acoustic Images Aust P/L

ACN 062 505 471

## Copyright

The entire contents of this Internet site, including but not limited to images, written material, and logos, are copyrighted by, and remain the intellectual property of, the manufacturers, importers, distributors, and/or marketing agencies whose products are depicted and/or described. The layout, stylisation, and composition of the site are copyright 1999-2011 by Acoustic Images Aust P/L ACN 062 505 471 , all rights reserved. No portion of this Internet site may be reproduced in any form whatsoever, without the prior written consent of both

Acoustic Images Aust P/L and the respective originator of the material desired to be reproduced.

### Trade Marks and Service Marks

Mention within this site is made on numerous occasions, to product and/or feature names which are trade marks and/or service marks of their respective developers and/or owners.

The inclusion of these names within this site is made on the understanding that the developers' and/or owners' (of these names) rights are in no way modified nor diminished, and that recognition of the ownership of these names is given here rather than as a suffix to each occurrence of these names purely for reasons of technical limitations (that is, the lack of universally available symbols for the "TM" and "SM" marks), and not for any other reason.

### Recommended Retail Prices

References are made throughout this site to "recommended retail prices," which are prices recommended to us by manufacturers, importers, and/or distributors of the products.

Whilst every effort has been made to assure the stated "recommended retail price" of each product is correct, it is impossible due to the size of this site for us to guarantee that these prices are exact at any one moment. Therefore, reference to these prices should only be used as a guide, and an aid in determining the relative pricing of products from a particular manufacturer, and between similar products from different manufacturers. It is not the intention of Acoustic Images Aust P/L ACN 062 505 471 to provide "recommended retail prices" as a marketing aid in improving the virtues of our "discounted" pricing.

## Product Information and Specifications

The product information and specifications provided on individual product pages within this site, are given for the information of visitors to the site, and are taken verbatim from marketing material provided to us by the manufacturers, importers, and/or distributors of these products. Whilst every care is taken in assuring there are no errors in the information provided, it should be noted that manufacturers' specifications are always subject to change without notice, and we can not guarantee that information on a specific product will be wholly and perfectly accurate. Typographical errors may also have found their way into the numerous pages comprising our site, further adding to the possibility that specific information may indeed be incorrect.

It is not Acoustic Images Aust P/L policy nor intention to mislead visitors to this site; therefore, if you find any information within this site which you feel to be in error, or encounter typographical errors on any of the pages, we would greatly appreciate you taking the time to send us an e-mail message, specifying the page you were viewing and the error or omission you have found, so that we may rectify the problem expediently, thereby offering a more accurate site for everyone's benefit.

## Product Pricing

The prices at which the products herein are offered for sale, are maintained for accuracy on an ongoing basis, and will always to the best of our knowledge be accurate and achievable for us. Situations outside of our scope of control may arise, however, which prevent us from being able to sell a particular product for a particular price - currency fluctuations, importer and/or distributor price rises, and other external influences may bring us into this situation. In such



circumstances, customers are always notified of the price difference before any sale transaction is entered into, ensuring the customer is fully aware of the final price of a product, prior to making the purchase.

Typographical errors are another factor beyond our immediate control, and may be the cause of us not being able to honour a particular price. These errors will, of course, be rectified immediately upon our identification thereof.

### Product Availability

Whilst we endeavour to ensure the availability of all products depicted and/or offered through this site, there are a number of factors affecting such availability, which are well outside of our scope of control. There are numerous situations where manufacturers may have opted to discontinue a particular product, importers have decided to stop importing a particular product into the country, or distributors have temporarily run out of stock of a particular product. In these cases, we shall endeavour to find the product for you from an alternative source, or offer a comparable product for a comparable price, either from the same or another manufacturer.

Email to a Friend

Your Name:

Your Email Address:

Friend's Name:

Friend's Email Address:

Send Email Close

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Acoustic Images

217 Bay St Brighton VIC 3187

Ph. 9596 7755 E.[sales@acoustic-images.com](mailto:sales@acoustic-images.com)

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