



Our Privacy Policy

Privacy Policy

This statement is our privacy policy - which sets out how we manage your personal information and other information. Before we go into the details, we need to define a few terms.

1. Your Information

When we refer to “Your Information”, we are referring to both your personal information, as defined under the *Privacy Act 1988* (Cth) (“Privacy Act”), and customer information, which is protected by Part 13 of the *Telecommunications Act 1997* (Cth) (“Telecommunications Act”).

2. Credit Reporting Policy

This sets out how we manage your ‘credit information’ and ‘credit eligibility information’ where this is relevant to you and is our credit reporting policy for the purposes of Part IIIA of the Privacy Act.

3. The kinds of information we collect and hold

Depending on the particular circumstances, we might collect and hold a range of different information about you. This can include your name, date of birth, contact details (including address, email address, telephone number or mobile telephone number), occupation, driver’s license number, username or password, financial information (such as credit card or bank account numbers) and information about how you use our products and services.

We may occasionally need to collect additional information though - for example, as part of a user authentication process when you want to speak to one of our customer service personnel who need to access your account.

You might also need to provide personal information about other individuals to us (e.g. your authorised representatives). If this is the case, we rely on you to inform those individuals that you are providing their personal information to us - and to advise them about this statement.

Calls into and out of our offices are recorded for quality, monitoring and coaching purposes. You may request a copy of your recording by nominating the date and time of your call to our Customer Service team.

4. How we collect Your Information

We might collect Your Information in a number of ways, including:

- Directly from you (such as where you provide information to us when you visit one of our stores or websites, complete an application form or agreement for one of our services, or contact us with a query or request).
- From third parties like our related entities, business partners, credit reporting bodies (see our Credit Reporting Policy below), wholesale or other customers, or your representatives.
- From publicly available sources of information.
- From our records of how you use your products or services.
- When legally authorised or required to do so.
- From third parties we list in the section of this statement with the heading “When we disclose Your Information”.

If you choose not to provide certain information about you, we might not be able to provide you with the products or services you need, or the standard of service we set ourselves to deliver.

5. How we hold Your Information

We may store Your Information in hard copy or electronic format, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers. We take reasonable steps to maintain the security of Your Information and to protect it from unauthorised disclosures.

While we take these steps to maintain the security of Your Information, you should be aware of the many information security risks that exist today - and take appropriate care to help us keep Your Information safe.

We may also collect personal information about you in accordance with the obligations under the data retention provisions of the *Telecommunications (Interception and Access) Act 1979* (Cth).

6. How we use Your Information

We might use Your Information for a range of different purposes, including:

- To verify your identity, or to conduct appropriate checks for creditworthiness and for fraud checking.
- To provide you with products and services to or information about these products and services, to assist you with the enquiries or purchases, to enhance your experience on our network, or to provide you with better customer service.
- To administer and manage the products and services we provide to you, to charge and bill you for them and to collect any amounts you may owe us.
- To monitor network use, quality and performance and to operate, maintain and develop, test and upgrade our systems and infrastructure.
- As authorised or required by the Telecommunications Act and other laws applicable to us.

7. How we use Your Information for Direct Marketing

We might also use Your Information so that we, our related entities, dealers and other business partners can promote and market products, services and special offers that we think will be of interest to you (which may include products, services and offers provided by a third party). This marketing may be carried out in a variety of ways (including by email, SMS/MMS, or social media or by customising on-line content and displaying advertising on websites) and could continue after you finish using any products or services from us (until you opt-out by calling or writing to us).

8. When we disclose Your Information

We may disclose Your Information to third parties who provide services to us, including organisations and contractors that assist us with the purposes for which we use Your Information. These include:

- Customer enquiries.
- Installation, maintenance and repair services.
- Mailing operations, billing and debt-recovery functions.
- Information technology and network services.
- Market research, marketing, telemarketing and door-knocking services.

9. We may also disclose Your Information

We may disclose Your Information:

- To your authorised representatives or advisers, or when you ask us to do so.
- To credit reporting bodies and fraud checking agencies, and to credit providers for credit related purposes including creditworthiness, credit rating, credit provision and financing.
- To our dealers, our related entities or our business partners.
- To other telecommunication and information service providers or to our wholesale or other customers from or through whom you may acquire products or services (for example, we may need to disclose Your Information for billing purposes).
- To the manager of the Integrated Public Number Database (“IPND”), and other organisations as required or authorised by law (please see www.acma.gov.au for more information).
- To law enforcement and national security agencies, and other government and regulatory authorities as required or authorised by law.
- To third parties as required by or in accordance with any industry code or industry standard registered under the Telecommunication Act.
- To government agencies for purposes associated with connecting new services to the National Broadband Network.
- To third parties who assist us to manage or develop our business or corporate strategies and functions, including our corporate risk and funding functions.

- As part of a transfer/sale of all or part of our assets or business.

10. How to access or correct your personal information or make a privacy complaint

If you would like to access any of your personal information that we hold or would like to correct any errors in that information, please contact us, so that we can consider and respond to your request. We may apply an administrative charge for providing access to your personal information in response to a request.

You can also use these contact details to let us know of any privacy complaint you have against us, for instance, if you think that we have failed to comply with the Australian Privacy Principles (“APP”) or any binding APP code that has been registered under the Privacy Act. We are committed to acknowledging your complaint in a prompt manner - and we will give you an estimated timeframe for when we will respond to.

We will always do our best to resolve any complaints without needing to have third parties involved, but you may also be able to lodge a complaint with a relevant regulator such as the Australian Information Commissioner (www.oaic.gov.au) or the Telecommunications Industry Ombudsman (www.tio.com.au).

11. About this Statement

This statement is effective as at 16 April 2020. From time to time we may need to change this statement. If we do so, we will post the updated version on our website, and it will apply to all of Your Information held by us at the time.