





## How do we use your personal information?

We may use your personal information and usage information in the ways set out below:

- Providing you with phone and data products and services. This might include extra services not in your agreement with us. These services may tell us about where you are when using your device.
- Contacting you with messages about changes to our products or services.
- Generating bills, managing your account, and carrying out debt-recovery.
- Processing orders or applications to become a customer.
- Verifying your identity.
- Carrying out credit checks and credit reporting.
- Dealing with questions, complaints and other customer care activities.
- Carrying out market analysis and research.
- Development of our products and services.
- Understanding how customers use our network, products and services anonymously and personally.
- Analysing the things that interest you as well as where you use your device. We use those details to provide you with services, products and information suited to your needs, interests and location.
- Contacting you about our products and services and those offered under other brands that our group owns. This may include marketing these products to you. See below for more information about direct marketing communications.
- Identifying your location so we can send you emergency alerts.
- Protecting our network and managing the data use, volume of calls, TXTs and other uses of our network. For example, we identify peak periods of use so our network can better handle the volume at those times.
- Conducting internal investigations in relation to crime and fraud prevention, detection, recovery or prosecution.
- Training our staff.
- Assessing and financial hardship application made by you.

For other purposes, Fibre2air will ask for your consent to use your personal information.

## Direct marketing communications

We may send you direct marketing messages and information about the below:

Our products, services, discounts, competitions and special promotions that may be of interest to you. Offers or promotions based on how you use our products and services for example your data, calling and messaging activities, location information and browsing information.

Other companies' products and services (including offers and discounts we've arranged for our customers) we think may interest you, if you've chosen to receive this information.

This marketing material may be sent by various methods. This includes but is not limited to, telephone, post, fax and any form of electronic message (including, but not limited to, email, SMS, MMS, PXT or Video PXT).

You consent to us sending you marketing material by any of those methods. If you indicate a preferred method of communication, we will try to use that method when practical.

Also, at any time you may opt-out of receiving marketing material from us by contacting us. Or you can use any opt-out method provided in the material. We'll make sure your name is taken off our mailing list.

We may give your personal information to other organisations for the purposes of direct marketing. These organisations are limited to our dealers and sales agents working directly on behalf of Fibre2air. Otherwise, you can separately opt-in to receiving third-party marketing through a specific promotion.

## How can you opt-out of marketing materials?

If you'd rather not get our direct marketing material, it's easy to opt-out. Check out our support article to find out how.

Or, you may contact 8888 from your Fibre2air mobile or call 1300 234 273 from any phone. You can also use any opt-out methods provided in our marketing material, and we'll do the rest.

Just a heads up that we'll still need to send you essential information about your account, your service or plan and other information required by law.

## Who can we provide your personal information to?

Fibre2air might disclose your personal information both within and outside Australia to the entities below:

- Credit providers or credit reporting agencies for the purposes permitted under the Privacy Act and credit reporting legislation.
- Our service and content providers including the providers of IT services and mailing services.
- Our dealers, agents, contractors and advisers.
- Our device manufacturers and repairers.
- Our providers of marketing, research, call centre and telemarketing services.
- Fibre2air Australia and other companies in the Fibre2air group.
- Your authorised representatives or legal advisors.
- Our professional advisors including lawyers, accountants, tax advisors and auditors.
- Debt collection agencies and other parties that assist with debt-recovery functions.
- Law enforcement bodies to assist in their functions, courts of law or as otherwise required or authorised by law.
- Emergency services (if you make an emergency call) or other service providers assisting in emergency situations.
- Regulatory or government bodies to resolve customer complaints or disputes both internally and externally. Or to comply with any investigation by one of those bodies.
- Other telco companies for the purposes of dealing with unwelcome calls and number portability issues.

We are required by law to disclose personal information about you to the operator of the Integrated Public Number Database (IPND). Information we may be required to disclose includes, your name, physical address, telephone number and email address. Personal information in the IPND is used to assist emergency services and safeguard national security. If you consent, information from the IPND may also be published in public directories or used by directory assistance. IPND information may also be used for research with approval by the ACMA.

## Do we disclose your personal information outside Australia?

Fibre2air may disclose personal information to other companies in the Fibre2air group as well as third party suppliers and service providers located overseas for some of the purposes listed above.

- We take reasonable steps to make sure the overseas recipients of your personal information do not breach the privacy obligations relating to it.
- We may store or sometimes disclose personal information to entities outside Australia. Some of these entities are:
- Companies in the Fibre2air group located in India, New Zealand and the USA.

## How do we hold and protect your personal information?

The security of your personal information is important to us. We take all reasonable steps to securely store your personal information so it's protected from unauthorised use, access, modification or disclosure. This includes both physical and electronic security measures.

We sometimes use service providers to process, manage and store personal information. Where we do, we require those service providers to comply with strict requirements about the use and protection of your details.

We also ensure that your personal information are seen and used only by staff who need it to do their jobs. Our staff securely destroy any printed documents containing your details.

We run checks of our systems, service providers and staff to make sure that your personal information is held and used properly. We give our staff special training about privacy and the proper use of your details.

## How can you protect your account from unauthorised access?

Anyone who knows your account PIN or online username and password can access your account. You must keep this information secure. Only share these details with people you authorise to access and manage your Fibre2air account. Fibre2air accepts no responsibility for information it discloses to parties who know your PIN, username or password.

## How accurate is the personal information we hold about you?

We take all reasonable measures to make sure the personal information we hold is accurate, complete and up to date. However, the accuracy of your information is largely dependent on what you provide us. To make sure we've got your most current and accurate details, please let us know when your information changes. For example, if you change your name or move house.

## Can you access and correct the personal information we hold about you?

Yes, but there may be times where we cannot grant you access to the personal information we hold. For example, we may not grant access to information if it could interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you think your personal information is out of date, or may not be accurate or complete you can ask for it to be updated. If we do not agree that there are grounds to change it, we'll add a note to the personal information stating that you disagree.

## How can you report a breach of your privacy?

If you believe your privacy has been compromised, please fill in the Privacy Breach form and return it to the address provided. A member of our Privacy team will get in touch within 10 business days.

If you believe that we have not dealt with your concerns you may lodge a complaint with the Australian Privacy Commissioner or the Telecommunications Industry Ombudsman.

Australian Privacy Commissioner: GPO Box 5218 Sydney NSW 2001. Telephone: 1300 363 992.  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) (preferred)

Telecommunications Industry Ombudsman: PO Box 276, Collins Street West, VIC 8007. Telephone: 1800 062 058.  
Website: <https://www.tio.com.au/making-a-complaint>

## Contact us

If you have any questions about your privacy, or if you would like a printed copy of this privacy policy (free of charge), please contact us.

Call 8888 from your Fibre2air mobile.  
Call 1300 234 273 from any phone.

Our postal address is:  
Fibre2air Australia  
P.O.BOX: 23225  
Docklands Victoria 8012