

SCOPE

This document applies to personal information collected by Interphone Pty Ltd (ACN 163 794 483), T/A FIBRENET AUSTRALIA

DEFINITIONS

Interphone – refers to Interphone Pty Ltd and any other subsidiary companies of Interphone Pty Ltd Broadband, such as Fibrenet Australia

Customer – the current account holder for a residential, small business, or enterprise service supplied by Interphone.

Personal Information – any information or document referred to in section 276(1) of the Telecommunications Act and any personal information within the meaning given in section 6 of the Privacy Act;

Service – the service requested by you in your application and as described in it and any other documents forming the agreement, including any related goods and ancillary services provided to you by us in connection with that service;

You – the account holder and anyone the account holder has authorised to access the internet via their account

THE TYPES OF PERSONAL INFORMATION INTERPHONE COLLECTS

In order for Interphone to provide services to you or to assist you in completing the process of applying for such a service, we will need to collect from you, and hold, some personal information about you. That information may include your name, your address, your telephone numbers, including your mobile number, email addresses, bank account or credit card details, password details for accessing Interphone services. You may also choose to provide similar details of your authorised representative, such as another family member. You must ensure that you have obtained the consent of such persons to us collecting and holding their personal information.

If you are unwilling to provide us with some details, we may not be able to supply you with the service that you wish to acquire or to give you assistance in completing the application process. It is not possible to acquire services from Interphone under a pseudonym

HOW INTERPHONE COLLECTS PERSONAL INFORMATION

Interphone collects personal information about you over the telephone (including voice recording), through an online process, or through completion of a form when you when you make or commence making an application for a service, require assistance with service provisioning or fault management. Interphone may also collect personal information about you in accordance with its obligations under the data retention provisions of the Telecommunications (Interception and Access) Act 1979 (Cth).

The personal information will be held in secure electronic databases. Interphone will use reasonable endeavours to ensure that the personal information is accessible only to appropriately qualified staff.

THE PURPOSE FOR COLLECTION OF PERSONAL INFORMATION

Interphone will only use your personal information for the following purposes:

To verify your identity;

To assist you in connection with a possible acquisition of a service;

To provide and develop the services that you require;

To administer and manage those services including charging, billing, obtaining payment, fault management, complaint handling and debt collection;

To communicate with you directly, via email, fax, phone, SMS and by other means of communication about service usage, service charges, events, marketing material, Interphone products and services, complaint and fault management, and other ways the service provided to you could be improved;

To conduct appropriate checks for credit worthiness and for fraud;

As required or authorised by law (including under the Telecommunications (Interception and Access) Act 1979 (Cth) and the Telecommunications Act 1997 (Cth);

As required by or in accordance with any mandatory industry code or standard registered under the Telecommunications Act 1997 (Cth); and

To comply with requests for information issued to Interphone by agencies and courts that are entitled to obtain the information under Australian law.

The above uses may require disclosure of the personal information to third parties including but not limited to:

- debt collection agencies and similar parties that assist with debt-recovery;
- service providers who provide services to us, such as providers of telecommunications services;
- credit reporting agencies;
- third parties where you have given consent to the disclosure; and
- government, law enforcement and national security agencies and regulatory bodies where this is necessary for us to comply with our legal obligations.

If you do not wish to receive marketing material from Interphone about Interphone events, products and services, you may send an email with your full name and Account ID to support@fibrenet.com.au and Interphone will not send to you any communications about such products and services. If you have more than one Account ID, you must provide all of them.

HOW YOU MAY ACCESS PERSONAL INFORMATION AND SEEK THE CORRECTION OF SUCH INFORMATION

We will take all reasonable steps to ensure that your personal information which we collect, use or disclose is accurate, complete and up-to-date. You can access and correct some of the personal information (such as contact details) that we hold about you by securely logging in to our website. You can also request that incorrect information about you be corrected or deleted.

If you wish to access the information we hold about you, please send an email to our privacy compliance officer (see contact details below) and we will respond to you within 30 days. A handling fee may be payable so that we can obtain the information you require.

HOW YOU MAY COMPLAIN ABOUT A BREACH PERSONAL INFORMATION

If you have any complaints about our privacy practices or would like further information, please contact our Privacy Compliance Officer. Interphone's general complaint handling policy is also applicable for complaints about privacy and sets out an external body which can handle a complaint if you remain dissatisfied (see our Standard Form of Agreement - Complaints Escalation Process).

INFORMATION SHARING

We may need to share your personal information with third parties that we have contracted to assist in supply or improvement of services, such as to fix a technical fault in a remote location, to help track your hardware delivery, or for a customer research project. Other than these instances, we do not give information about you to anyone else unless:

- you have consented
- you'd expect us to or we have told you we will
- it is required or authorised by law
- it will prevent or lessen a serious and imminent threat to somebody's life or health or
- the disclosure is reasonably necessary for law enforcement or for the protection of public

We do not share information to any overseas location.

INFORMATION SECURITY

When we collect personal information directly from you, we follow industry standards to protect information submitted to us both while in transit and once we receive it. It is stored in our controlled customer management system, and our staff who are able to access this system receive training in privacy requirements.

No method of transmission over the internet, or method of electronic storage, is 100% secure and we cannot guarantee absolute security. If you have any questions about security of information, please contact us at support@fibrenet.com.au.

PRIVACY OFFICER

Interphone's privacy officer can be contacted in the following ways:

Mail: The Privacy Officer, Level1, 467 Scarborough Beach Road, Osborne Park WA 6017

Email: Support@fibrenet.com.au

POLICY UPDATES

Interphone is continuously improving and enhancing its products and services to our clients and we may update this policy from time to time. Any changes to this policy will be updated on this page on the Interphone website.