

1. About this policy

Fibrenet Broadband Pty Ltd (ABN: 82 686 728 772) is committed to protecting your personal information and handling it responsibly, transparently and securely.

This Privacy Policy explains how we collect, hold, use and disclose personal information when you:

- visit or use our website;
- submit an enquiry, application, order, support request or other online form;
- contact us by phone, email, live chat, social media or any other channel;
- apply for, use or enquire about our telecommunications, internet, voice, managed network or related services;
- interact with us as a customer, potential customer, authorised representative, contractor, supplier, developer, building manager, property manager or other business contact.

This policy applies to Fibrenet Broadband Pty Ltd and, where applicable, its related bodies corporate and related Fibrenet Group entities.

We handle personal information in accordance with applicable Australian privacy and telecommunications laws, including the Privacy Act 1988, the Australian Privacy Principles, the Telecommunications Act 1997, the Telecommunications (Interception and Access) Act 1979, the Spam Act 2003, the Do Not Call Register Act 2006, the Australian Consumer Law and applicable telecommunications industry rules, standards and codes.

2. What personal information we collect

The types of personal information we collect depend on how you interact with us and the products or services you request.

We may collect:

Identity and contact information

- full name;
- date of birth;
- residential, postal, service and billing addresses;
- email address;
- phone number;
- account username or customer number;
- identity verification information where required.

Service and account information

- service address and occupancy information;
- information about your authority to request or manage a service at a premises;
- account details, service plans, products, add-ons and equipment supplied;
- billing records, invoices, payment history and account notes;
- support tickets, complaint records, call notes and correspondence;
- authorised representative, advocate or contact person details.

Technical, device and network information

- IP address;

- modem, router, ONT, ATA, phone, device or equipment identifiers;
- service usage information, including data usage and connection information;
- fault, diagnostic, performance and speed test information;
- network logs, service status, authentication records and provisioning data;
- browser type, device type, operating system and website usage information.

Website, form and marketing information

- details submitted through website forms;
- enquiry details and preferences;
- marketing preferences;
- campaign interactions;
- cookie, analytics and website usage information;
- information about how you found us or interacted with our website, advertising or social media.

Sensitive information

We generally do not collect sensitive information unless it is reasonably necessary for a specific purpose and we are permitted by law to do so. This may include circumstances where you provide information in connection with payment assistance, family and domestic violence support, accessibility requirements, complaint handling, identity verification, safety, legal compliance or customer vulnerability support.

Where practical, we will explain why the information is needed and how it will be handled.

3. Credit reporting

Fibrenet Broadband Pty Ltd does not currently conduct consumer credit reporting checks with credit reporting bodies.

We may still collect and use payment, billing and account history information for ordinary account management, billing, fraud prevention, debt recovery and service eligibility purposes.

If we decide to use credit reporting bodies in the future, we will update this Privacy Policy and, where required, publish a credit reporting policy before doing so.

4. How we collect personal information

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

- you submit a form through our website;
- you apply for a service;
- you contact us by phone, email, live chat, SMS, social media or post;
- you create, access or use an online account or customer portal;
- you use our products, services, network, equipment or website;
- you speak with our customer service, sales, technical support or accounts teams;
- you participate in a promotion, survey, trial or feedback process;
- you provide details as an authorised representative, advocate, emergency contact,

building contact, developer, property manager or supplier.

We may also collect personal information from third parties where permitted, including:

- authorised representatives, advocates or people you have nominated;
- property managers, building managers, developers, strata managers or landlords;
- wholesale service providers, carriers, carriage service providers and network operators;
- contractors, technicians, agents, installers and suppliers;
- payment processors, fraud prevention providers and debt recovery providers;
- publicly available sources;
- government agencies, regulators, dispute resolution bodies and law enforcement agencies where required or permitted by law.

Where you provide us with personal information about another person, you must take reasonable steps to ensure that the person is aware that you have provided their information to us and that we may handle it in accordance with this Privacy Policy.

5. Website cookies, analytics and online tracking

We may use cookies, pixels, analytics tools and similar technologies on our website.

These technologies help us:

- operate and secure our website;
- remember user preferences;
- understand how visitors use our website;
- improve website performance and content;
- measure marketing effectiveness;
- deliver more relevant advertising and communications.

The information collected may include IP address, browser type, device type, pages visited, time spent on pages, referral source, approximate location, clicks and other website interaction data.

You can usually disable or delete cookies through your browser settings. Some parts of our website may not function properly if cookies are disabled.

6. Anonymity and pseudonymity

You may be able to deal with us anonymously or using a pseudonym for general enquiries.

However, we may need to identify you where it is impractical or unlawful to deal with you anonymously, including where you apply for a service, manage an account, request technical support, access billing information, raise a complaint, request changes to a service, or where we are required to verify your identity.