

Carrier1 Telecom Privacy Policy

Protecting Your Privacy

Carrier1 Telecom is committed to providing you with the highest levels of customer service, which includes protecting your privacy. Carrier1 Telecom is bound by the Commonwealth Privacy Act 1988 (Cth) and updated Privacy Act 2012, which sets out a number of principles concerning the protection of your personal information. As a supplier of telecommunications services, Carrier1 Telecom also has obligations under other laws, regulations and industry codes, including the *Telecommunications Act 1997* (Cth). By using the Carrier1 Telecom website, or by providing any personal information to Carrier1 Telecom, you consent to the collection, use and disclosure of your personal information as set out in this Privacy Policy.

Your personal information

Personal information held by Carrier1 Telecom may include your name, date of birth, current and previous addresses, telephone/mobile phone number, email address, bank account or credit card details, occupation, driver's license number and your username and password if applicable. Carrier1 Telecom also holds details of your services (including their status) with Carrier 1 Telecom. If you choose not to provide certain personal information (e.g. your date of birth), Carrier1 Telecom may not be able to provide you with the services you require, or the level of service on which Carrier1 Telecom prides itself on. Occasionally, you may need to provide personal information about other individuals to Carrier 1 Telecom (e.g. about your authorized representatives). If so, Carrier1 Telecom relies on you to inform those individuals that you are providing their personal information to Carrier1 Telecom and to advise them that Carrier1 Telecom can be contacted for further information (see 'How to contact us' below). Carrier1 Telecom will not collect or keep sensitive information about you.

How we collect personal information

Carrier1 Telecom collects personal information in a number of ways, including:

- directly from you, when you provide information by phone, email or in application forms, or when you submit your personal details through our website;
- from authorized Carrier1 Telecom dealers;
- From publicly available sources of information.

How we use your personal information

Your personal information may be used to:

- verify your identity;
- provide the services you require;
- administer and manage those services, including charging, billing and collecting debts;
- inform you of ways the services provided to you could be improved;
- conduct appropriate checks for credit-worthiness and for fraud;
- gain an understanding of your information and communication needs in order for Carrier1 Telecom to provide you with a better service; and
- Maintain and develop Carrier1 Telecom's business systems.

When do we disclose your personal information

In order to deliver the services you require, Carrier1 Telecom may disclose your personal information to organizations outside of Carrier1 Telecom. Your personal information is disclosed to these organizations

only in relation to Carrier1 Telecom providing its services to you. These organizations may conduct Carrier1 Telecom's:

- customer enquiries;
- mailing operations;
- billing and debt-recovery functions;
- information technology services;
- installation, maintenance and repair services;
- directmarketing, telemarketing and door-knocking services (unless you tell us that you would like to opt-out of the use of your personal information for these purposes, using one of how to contact methods below).

Carrier1 Telecom takes reasonable steps to ensure that these organizations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

In addition, Carrier1 Telecom may disclose your personal information to:

- your authorized representatives or your legal advisers (e.g. when requested by you to do so);
- credit-reporting and fraud-checking agencies;
- credit providers (for credit related purposes such as credit-worthiness,
- credit rating, credit provision and financing);
- Carrier1 Telecom related companies;
- Carrier1 Telecom professional advisers, including its accountants, auditors and lawyers;
- other telecommunication and information service providers (for example, if you obtain services from other providers, Carrier1 Telecom may need to disclose your personal information for billing purposes);
- Government and regulatory authorities and other organizations, as required or authorized by law.

Carrier1 Telecom's web site

When you visit Carrier1 Telecom's web site; its web servers record anonymous information, such as the time, date and URL of the request. This information assists Carrier1 Telecom to improve the structure of its web sites and monitor their performance. Carrier1 Telecom may use cookies. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our website may place on your computer. Usually, cookies are used as a means for Carrier 1 Telecom's web site to remember your preferences. As such, cookies are designed to improve your experience of Carrier1 Telecom's web site. In some cases, cookies may collect and store personal information about you. Carrier1 Telecom extends the same privacy protection to your personal information, whether gathered via cookies or from other sources. You can adjust your Internet browser to disable cookies or to warn you when cookies are being used. However, if you disable cookies, you may not be able to access certain areas of our web sites or take advantage of the improved website experience that cookies offer.

Help us to ensure we hold accurate information

Carrier1 Telecom takes all reasonable precautions to ensure that the personal information it collects, uses and discloses is accurate, complete and up-to date.

However, the accuracy of that information depends to large extent on the information you provide. That's why Carrier1 Telecom recommends that you:

- let Carrier1 Telecom know if there are any errors in your account information; and
- Keep Carrier1 Telecom up-to-date with changes to your account information such as your company name, ABN and physical and billing addresses.

Security of this information

The transfer of information across any media may involve a certain degree of risk, and the Internet is no different. However, helping you to keep your information secure is very important to Carrier1 Telecom. In order to protect the security of personal information transmitted to Carrier1 Telecom online, our Web servers support the use of the Secure Socket Layer (SSL) Protocol where appropriate. Using this protocol, information transferred between our systems is encrypted. You can also use simple precautions to help protect your security, such as protecting against the unauthorized use of your username or password or other authentication id.

How you can access your personal information

You have a right to access your personal information, subject to some exceptions allowed under Privacy Act 1988 (Cth). If you would like to do so, you will need to put your request in writing for security reasons, and either send it by mail to Carrier1 Telecom, PO BOX 40, Hornsby or via fax to 1300 865 427 or by email to accounts@carrier1telecom.com.au.

Carrier1 Telecom reserves the right to charge a fee for providing access to your information. We will inform you of the fee and obtain your agreement to that fee before providing the information.

How to contact us

If you have any questions in relation to privacy, please contact Carrier1 Telecom on 1300 865 426 between 9.00am and 5.00pm AEST, Monday to Friday.