

## **Broadvoip Pty Ltd Privacy Awareness Policy**

Broadvoip is committed to the privacy of its customer's records and for your information we have documented BROADVOIP's information handling practices below. Please contact BROADVOIP at [service@broadvoip.com.au](mailto:service@broadvoip.com.au) if you wish to discuss any aspect of BROADVOIP's information handling practices.

### **Is BROADVOIP bound by the National Privacy Principles or an approved Privacy Code?**

As a private sector company, BROADVOIP is bound by the Privacy Act 1988. Under the Act, BROADVOIP, or the telecommunications industry, can choose to develop and be bound by a Privacy Code or choose to comply with the National Privacy Principles in the Privacy Act 1988. BROADVOIP has chosen to be bound by the National Privacy Principles.

### **The kinds of personal information held by BROADVOIP and how it is collected**

BROADVOIP only collects personal information from you that is necessary for it to perform its functions. The personal information BROADVOIP holds about you will depend on the services you request from BROADVOIP and the use that you make of those services. However, the information may include:

- your name, address, position and contact details;
- your date of birth;
- account name and account number held by financial institutions from which payments for services provided by BROADVOIP are made and information obtained as a result of credit checks which you authorise us to carry out;
- records of communications between you and BROADVOIP relating to services provided by BROADVOIP to you;
- records of use made by you of services provided by BROADVOIP to you;
- billing statements.

### **Use of your personal information**

BROADVOIP respects your privacy. As a result, BROADVOIP does not trade, rent or sell your personal information.

The primary purpose for which we use your personal information is to provide you with a telecommunications service.

In the course of providing a telecommunications service to you, we may also use your personal information for related purposes, which include the following:

- processing your application, carrying out credit checking and scoring and ongoing credit management of your account;
- provisioning or connecting your service;
- network routing;
- providing you with a customer service;
- credit checking;
- billing you for that service;
- investigating complaints in relation to your service;
- investigating and fixing faults in relation to your service;

- following up any payments that you may owe us;
- administering contractual agreements or arrangements necessary to provide services to you;
- conducting market and product analysis and sending you product or services information.

### **Direct Marketing**

We may also use your information to tell you about our other products and services or bundled offerings, provided by BROADVOIP.

We may use your information to tell you about products and services or bundled offerings provided by BROADVOIP in conjunction with either:

- our related bodies corporate (including those outside Australia); or
- our marketing partners with which we share our marketing and advertising activities; or
- other businesses that produce or deliver products or services in conjunction with, or on behalf of, BROADVOIP.

We will not provide your information to these entities for the purpose of them contacting you in respect of a product or service with which BROADVOIP is not involved.

**You may choose to opt out of receiving direct marketing from us by contacting us at [service@broadvoip.com.au](mailto:service@broadvoip.com.au)**

### **How BROADVOIP collects personal information**

For corporate customers, BROADVOIP collects some personal information from company employees, principals or directors of the company in order to provide services to the company.

For corporate customers, BROADVOIP collects some personal information from list rental companies.

For individual customers, BROADVOIP collects personal information directly from you when you supply it to us in connection with a request for services. BROADVOIP may also collect personal information from third parties such as:

- resellers of telecommunication services;
- credit providers or credit reporting agencies contacted by us (or by external service providers on our behalf) in the course of carrying out a credit check;
- other entities who provide services to us which are related to the provision of telecommunication services provided to you;
- government agencies which administer laws regulating telecommunication service providers, or complaint resolution processes established under those laws;
- independent sales organisations; and
- list rental companies.

### **Contracting out services and disclosures**

BROADVOIP contracts out some services such as mailing, credit checking, provisioning, verification of sales and fault fixing to external providers.

BROADVOIP may disclose your personal information to these organisations but only so that they can provide you with the services BROADVOIP has contracted out.

BROADVOIP may disclose your personal information to:

- other telecommunications service and equipment providers,
- BROADVOIP's related bodies corporate,
- resellers,
- credit providers,
- credit reporting agencies,
- organisations to whom BROADVOIP outsources services (such as mailhouses),
- legal, financial and accounting advisers;
- our marketing partners with which we share our marketing and advertising activities, and
- other businesses that produce or deliver products or services in conjunction with, or on behalf of, BROADVOIP.

At your request, BROADVOIP may disclose your information to directory providers so that your information can appear in telephone directories.

Personal information shared with related bodies corporate may include your name, address and service history.

BROADVOIP may disclose some of your personal information such as your name and address to organisations located outside Australia in countries which do not have the same or substantially similar privacy laws but only to the extent necessary to provide you with telecommunications services requested by you.

BROADVOIP may disclose your personal information if required to by law.

At all times, parties to which we contract services or disclose your personal information are either covered by contracts which protect your personal information or are subject to obligations which are substantially similar to the National Privacy Principles.

### **Access to Personal Information**

Generally, you have the right to see or obtain a copy of personal information about you that we may hold.

BROADVOIP will handle requests for access to personal information in accordance with the National Privacy Principles.

To request access to your personal information, please contact us at [service@broadvoip.com.au](mailto:service@broadvoip.com.au)

As long as we can verify your identity, the person you speak to may be able to provide you with the information you require over the telephone. If you wish to have a copy of any information, we will ask that you put your request in writing and either post or fax that request to us. Again, this is to ensure that we can verify your identity.

In some cases, we may need time to consider and respond to your request for access. If we need time to consider your request, we will acknowledge your request within 14 days and respond within a maximum of 30 days.

If for any reason we refuse to give you access to your information we will let you know why, in writing.

The circumstances in which we may refuse to give you access to personal information we hold about you include where giving you access:

- would have an unreasonable impact on other people's privacy;
- would prejudice any negotiations we are having with you;
- would prejudice an investigation of unlawful activity;
- would prejudice activities carried out by, or for, a law enforcement body.

If you believe that we hold personal information about you that you consider to be inaccurate, incomplete or out of date you should tell us in writing to [service@broadvoip.com.au](mailto:service@broadvoip.com.au). In most cases, we will amend any inaccurate, incomplete or out of date information. In some cases it is necessary for us to keep a record of what we know or understand to be correct at a particular time. However, in those circumstances, if you request, we will take reasonable steps to associate with the relevant record of your personal information a statement to the effect that you claim the information is inaccurate, incomplete or out of date. We would ask that you discuss your request with us by emailing [service@broadvoip.com.au](mailto:service@broadvoip.com.au)

### **Security of your personal information**

BROADVOIP is committed to protecting your privacy and recognises its obligations to take all reasonable steps to protect your personal information from misuse and loss and from unauthorised access, modifications or disclosure both under the Privacy Act 1988 and the Telecommunications Act 1997.

### **Other Websites**

Some of our websites contain links to other, external websites. The BROADVOIP group of companies are not responsible for content or privacy policies websites that we do not want to operate.

### **Changes to this Privacy Awareness Policy**

From time to time, it may be necessary for us to review our Privacy Awareness Policy. We reserve the right to amend our Privacy Awareness Policy at any time and to notify you by posting an updated version on the BROADVOIP website [www.roadvoip.com.au](http://www.roadvoip.com.au)

### **Complaints**

You can raise any privacy related concern or complaint about breaches of your Privacy in writing:

Privacy Compliance Complaints  
PO Box 608  
Double Bay NSW 1360

*E mail Address:*

[service@broadvoip.com.au](mailto:service@broadvoip.com.au)