Privacy Policy

Teldotnet Pty Ltd

Teldotnet Pty Ltd (Teldotnet) is an Australian based company the provides simple and easy to understand Telecoms services to Residential and Business customers in Australia.

Your privacy is important to us

We keep your information safe, and we aim to be clear and open about what we do with it. We understand that your privacy is important to you, and we value your trust. That's why we protect your information and aim to be clear and open about what we do with it.

This Policy describes how we handle your personal information – that is, information about you and that identifies you, or can be reasonably linked to your identity. When we collect this information, we comply with the rules set out in the Privacy Act 1988 (Cth). Sometimes we update our Privacy Policy. You can always find the most up-to-date version on our website.

What information do we collect?

We only collect your personal information when we need it to provide our services or to comply with the law. The kinds of information that we collect depends on how you interact with us. Here are some examples.

Information we collect from you

- **If you visit our website:** we use cookies and tracking pixels to capture data points and user level interactions that will enable Teldotnet to improve the website performance and user experience that we deliver to you..
- **When you engage with us directly (including at public events, via telephone, email, our website or on social media):** The information you provide, such as your name and your contact details. When you attend one of our locations, we may also collect security camera footage of you.
- **When you search for information about network service access:** Your name, street address and email address.
- **When you sign up for any Teldotnet service:** Your name, street address, the services you use.
- **If you apply for a job with us:** Information that you provide about your employment history, qualifications and ability.
- **If you fill out one of our surveys or enter one of our competitions:** Information that you provide.

Information we collect from others

- **When you request a Teldotnet service or report a connection problem to our service desk:** We collect your address, contact details, and information about your request.
- **To tell you about the rollout of the new Teldotnet services:** We may collect your name, address and contact details from marketing agencies.
- **When you participate in market research about us or the Teldotnet services:** We may collect information about you and your responses from the service provider that conducted the research.
- **If you apply for a job with us:** Background, references and criminal history information about you. We may also collect medical information (where relevant to the role) and conduct drug and alcohol testing.

- **If you work for one of our agents or service delivery partners:** We may collect employment information about you including name, job title, contact details, background and criminal history.

How do we use your information?

We collect and use your information so we can:

- confirm your identity,
- respond to applications, questions, requests or complaints that you have made to us or that have been passed to us by other parties,
- manage requests for Teldotnet services, carry out installations, manage the network, check and fix service or connection problems, and improve your experience with the Teldotnet services
- conduct and commission customer experience and market research,
- if you have applied to work with us, assess your application,
- if you work with one of our service delivery partners, manage our relationship with that partner,
- investigate possible fraud and illegal activity,
- comply with laws, including assisting government agencies and law enforcement investigations, and
- manage our business.
- improve our products, services and the online user experience we provide to you
- optimise our marketing expenditure and business activities using anonymised insights and analytics

If you have signed up for email updates on Teldotnet service, we will send you emails about the services. You can opt out of receiving updates at any time by using the 'unsubscribe' link in the updates.

We're always working to develop and improve the Teldotnet our products and services. One way we do this is by using new technologies that let us combine information we have with data from other sources, such as third party websites or the Australian Bureau of Statistics.

We also collect information about people that does not identify them, such as website and advertising analytics, and data from service providers. This helps us learn more about how the Teldotne access network is being or may be used, so we can better design, build and operate the network.

Where we work with partners or service providers to do this, we take steps to ensure that they are required to protect your information.

Who do we share your information with?

We share your personal information with other people and companies where we need to for the purposes set out in section 4. This includes sharing:

- with mobile, telephone and internet providers that Teldotnet uses to provide a service to you, so they can give you the services you have requested, fix service or connection problems, and improve your experience with the Teldotnet service with our technicians and service delivery partners, so they can make installations and fix service or connection problems,
- with people that you have asked us to give your information to, such as your authorised representatives or legal advisors,
- if you have applied to work with us, with your previous employers to confirm your work history,
- to comply with laws and assist government agencies and law enforcement.

We also share personal information with people and organisations that help us with our business, such as professional advisors, IT support, and corporate and administrative services. We only do this where it is

necessary for the services to be able to be provided to us. When we do this, we take steps to ensure that our service providers are required to protect your information.

Some of our service providers operate outside of Australia, for example NBN, Optus and Telstra. Where we need to, we send them information so that they can provide us services.

Keeping your information safe

We store the information we collect in secure buildings and systems or using trusted service providers. Here are some examples of the things we do to protect your information.

- Staff training
  - o We train our staff in how to keep your information safe and secure.
- System security
  - o We have firewalls, intrusion detection and virus scanning tools to help prevent viruses, malware and unauthorised people accessing our systems. When we send electronic data to other organisations, we take steps to keep your information safe such as using secure networks or encryption.
- Services providers and overseas transfers
  - o When we send information overseas or use service providers that handle or store data, we require them to take steps to keep your information safe and use it appropriately.
- Building security
  - o We use a mix of ID cards, alarms, cameras, guards and other controls to protect our offices.
- Destroying or de-identifying data when no longer required
  - o We aim to keep personal information only for as long as we need for our business or to comply with the law. When we no longer need information, we take reasonable steps to destroy or de-identify it.

Accessing, updating and correcting your information

You can ask us for a copy of the personal information that we hold about you.

- o How to contact us
  - o Refer to Section 9 below
- o Is there a fee?
  - o There is no fee to ask for your information. We may charge an access fee to cover the time we spend finding and putting together the information you want. If there's a fee, we'll let you know how much it's likely to be, so you can choose if you want to go ahead.
- o How long will it take?
  - o We try to make your personal information available within 30 days after you ask us for it. Before we give you your information, we may need to confirm your identity.
- o Can we refuse to give you access?
  - o In some cases, we can refuse access or only give you access to certain information. For example, we're not able to let you see information that is commercially sensitive. If we refuse access, we'll write to you explaining our decision.
- o Can you correct or update your information?
  - o You can ask us to correct or update any of your personal information that we have. If we've given the information to another party, you can ask us to let them know it's incorrect. We don't charge a fee for this.

   o If we don't think the information needs to be corrected, we'll write to let you know why. You can ask us to include a statement that says you believe our record about you is inaccurate, incomplete, misleading or out of date.

Making a privacy complaint

If you are concerned about your privacy or how we've handled your personal information, you can make a complaint and we'll try to fix it.

How do we manage privacy complaints?

  o We will:
   o keep a record of your complaint
   o respond to you within 30 days - if we can't give you a final response in this time, we'll get in touch to tell you why and work out a new timeframe with you.
  o What else can you do?
   o If you're not satisfied with how we have managed your complaint, you can ask us to review your complaint. Or you can complain to the Office of the Australian Information Commissioner.

Office of the Australian Information Commissioner

GPO Box 5218
Sydney NSW 2001

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au

Contact us

To ask us a question about your privacy, ask to access or correct your personal information, make a privacy complaint, or get a printed copy of this Policy, please contact our Privacy Officer.

The Privacy Officer

Teldotnet Pty Ltd

Level 7, 54 Miller Street
NORTH SYDNEY NSW 2060

Email: privacyofficer@tel.net.au

If you need to contact us about something else, including about your Teldotnet services:

Phone: 1300 121 263

Email: support@tel.net.au