

Privacy Policy



At Austserve, the protection of your personal information is a priority for us. Our Privacy Policy (this document) outlines how we collect, use, store and most importantly, how we protect your information, so please take the time to read through and see what we are doing.

Austserve complies with Australian government laws and obligations towards your privacy under the Telecommunications Act 1997 (Cth), Telecommunications (Interception and Access) Amendment (Data Retention) Act 2015, the Do Not Call Register Act 2006 (Cth), the Spam Act 2010 (Cth) and Privacy Act 1988 (Cth), and is bound by the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth). Further information about this can be found at the website of the Office of the Australian Information Commissioner; www.privacy.gov.au and Attorney-General's Department at cac@ag.gov.au

Austserve will take reasonable steps to ensure you are aware we are collecting your personal information, who is collecting it (which area of Austserve), which laws authorise or require us to, the purpose of the collection, how it may be disclosed and to who, and whether the information will be transferred outside of Australia. We'll also tell you how to access our Privacy and Complaint handling policies and procedures.

Why Austserve collects your personal information

We collect your information only when it is reasonably necessary for the purposes of providing you services and products.

Some examples of this include:

- To verify who you are (your identity),
- To process your application for a service,
- To best answer your questions or concerns,
- To manage your services when you are with us,
- To carry out checks for credit-worthiness or fraud,
- To see if we can supply you a service in the first place,
- To understand how we can best serve you on an ongoing basis,
- To ensure we let you know in an appropriate manner about what we can offer you in the future,
- To best manage our own business, and
- To comply with all our legal and regulatory obligations.

For us to do this, Austserve collects and holds personal information about: prospective customers who have

expressed an interest in learning more about, or obtaining our products and service; current customers who hold our services and products; and past customers who have had an Austserve service or product but do not currently have an active Austserve account.

The type of personal information we collect

The type of information we collect relates directly to what is reasonably necessary for Austserve's business activities and can include a wide range of personal information. For example, Austserve collects personal information which includes or may include: your name or change of name (such as by deed poll or marriage certificate), address and/or occupancy status, date of birth or death (death certificate), gender, occupation, contact details, payment information, credit information including financial and employment history, drivers' licence and/or other government identification numbers, usage information such as the calls you make or the data volumes you use, passwords and location. Austserve also collects information about purchasing patterns, consumer preferences or attitudes from prospective, current and past customers for the purposes of developing products and services and for marketing purposes.

You may not wish to provide us this information or remain anonymous, however we may not be able to provide you with the product or relevant services you've requested or give you the service you expect.

Generally, we don't need any sensitive information from you such as details about your race, ethnicity, political views, religious or philosophical beliefs, sexual preferences, health, genetics or criminal records as it has no bearing on the services we provide.

Sometimes our customers do choose to tell us about their health if this has a bearing on the communication services they expect from Austserve, and this information is collected and stored only with their permission and only for the purpose it was provided for.

How Austserve collects your personal information

Austserve will collect most personal information directly from you. For example, when you fill in a form online on our website, call us and give it to us over the phone or email us, or contact us via our live chat.

We may also collect information indirectly through other sources.

These include:

- When you use a product,
- A survey you completed,
- Responses you've made to an offer or promotion,
- When you pay your bill,
- When you use self-service channels,
- From our equipment,
- Through our employees, agents, contractors or suppliers,
- Third parties service providers, including, without limitation, commercial associates, credit reporting bodies and credit providers,
- From publicly available sources such as through the purchasing of marketing lists, database and data aggregation services,
- From our customers' authorised representatives, and
- When we are required by law to do so.

Sometimes other people will give us personal information about you such as your employer (if you are using a business product) or a parent, guardian or trustee. We may also collect personal information from third parties if they are able to disclose it to us, if it's not practicable to collect it from you. We may for instance, buy or obtain personal information from trusted sources to help us to identify people or businesses who may be interested in hearing about our services or products.

Other ways we collect information include via online activity.

These may include:

- Via your Internet Protocol (IP) address, for example, to help diagnose problems with our own internet access, to administer our website, or if required by law to do so,
- Through site performance identifier which gives us information about how our websites are being used, and
- Through analytic or advertising "cookies" or digital identifiers, which are usually small lines of text that are stored with your Web browser for record keeping purposes, and which we use to obtain statistical information and to understand what advertising may be relevant. Your browser has options in its security settings to accept, reject or provide you with a notice when a cookie is sent, and you can clear these and disable future use of cookies and digital identifiers if you want to.

How Austserve holds your personal information

At Austserve we have a series of security measures in place to protect your personal information. We keep customer information in controlled systems that are protected with authorised access only and prevent copying of your personal information. We use secure server and closed network environments and encrypt

data in transit. We manage and access privileges to ensure your personal information is limited to only those who require it. We also provide continuing training to our staff and regular security reviews and we have dedicated teams who monitor and maintain this. Most importantly, we remain attentive to protecting your personal information.

The controls are the same and just as strict, irrespective of where your Austserve staff member is located. Austserve protects your personal information by:

- Completing ID checks to verify your identity and to check the details we hold about you are correct and up-to-date,
- Regularly monitoring, training and quality assessing our staff in matters of privacy,
- Storing all data in secure centres in Australia only,
- Providing system access only via controlled logins and different security and authorisations levels that ensure access to information for all staff is related only to the job role they perform and have been trained for,
- Ensuring functional restrictions apply including remote access being applied to limited people specifically to perform their mandated job role,
- Securing our property and operational systems with authorised security access only,
- Ensuring system access and modification to customer records is logged under the specific staff member and conducting occasional audits to monitor this activity,
- Applying security restrictions to copying, printing and recording information and limiting access to such operations to authorised personnel only, and
- Implementing strict security protocols on the transfer of data within Austserve, including but not limited to access points in Sri Lanka.

Who Austserve may share your personal information with

Austserve IT is an Australian company based in Queensland Australia.

We may also be required to share your personal information with organisations outside of Austserve. These may include:

- Regulatory or legal bodies overseeing a complaint or concerns of yours (such as the Telecommunications Industry Ombudsman),
- Technicians we engage to ensure your service is working,
- Suppliers we use to supply you the service,
- Debt collectors or other such companies that assist in debt recovery,
- Credit reporting bodies or credit providers if there are failed payments,
- Fraud-checking and authorised security agencies to carry out checks,

- Other telecommunications and information service providers when, for example, you are moving services between one or another,
- Our professional advisors or contractors, for example our auditors, accountants or lawyers,
- Market research and customer review organisation who can assist us in developing the quality of our service and product,
- Digital advertising platforms we use to advise you of our product and services; and
- Any authorised government or regulatory authority or enforcement agency where we are required or specifically permitted under law to.

For Austserve Mobile customers on the Telstra Wholesale Mobile network, personal information relating to your use of the network will be collected and handled by Telstra in accordance with their Privacy Statement, which is available online here:

<https://www.telstra.com.au/content/dam/tcom/personal/privacy/pdf/telstra-privacy-statement.pdf>

When you apply for a service with Austserve you may be subject to a credit check with a credit reporting body (CRB).

We work with customer service partners that are located within Australia on credit-related matters. Where necessary, we give our partners secured access to the credit information they need to help manage your credit and your services.

We would also supply your personal information to any authorised representative or nominated contact person you have agreed to, including your legal advisors, trustees, guardian or advocates. Basically, Austserve will only supply information to people you nominate or if the disclosure relates to the main reason we collected the information and you'd reasonably expect us to do so.

Austserve may also give access where we are permitted or obliged to under Australian law, to your personal information. Some circumstances where this may occur include reacting to unlawful activity, to reduce or prevent a serious threat to life, health or safety, or with serious misconduct. We may also give personal information in order to maintain the Integrated Public Number Database (IPND), which supplies information for telephone directories and assists with the dispatch of emergency services.

Marketing and advertising

Austserve does try to keep its customers up-to-date with what we can offer and gives our customers the option to opt in to our direct marketing to record their interest in receiving this.

How to access your personal information

You are welcome to ask us for it (we'll always confirm your identity first) or you can access it through your secure member services facility, there is usually no cost associated with providing you access to the personal information we store about you, however, if your request

is particularly complex or requires a detailed search of our records, there may be an associated charge. We'll let you know if there is, prior to undertaking your request.

If you believe there are errors with the information we hold about you, we ask that you let us know as soon as is practical and you always have the right to ask us to correct this information.

There are some instances where we may not be able to provide access, such as if we are prevented by law; if it poses a serious threat to health or safety; where it may have an unreasonable impact on the privacy of others; where it may prejudice a law enforcement or crime prevention activity; where it may prejudice legal proceedings or negotiations Austserve has with you; or where revealing the information is connected with a commercially sensitive decision making process.

Should you have questions, requests or concerns about your privacy, Austserve can be reached by emailing support@austserve.com.au or by calling us on 07 3040 5191

Alternatively you can mail us at: 2, 26 Cadell Crescent, ROTHWELL QLD 4022.

We maintain and update the personal information that we hold as it becomes necessary, and our aim is to ensure we hold accurate, up-to-date and complete information so please contact us if you think our records need correcting.

If you have any queries concerning this Privacy Policy or our practices, please contact us using the above contact details. Any privacy complaints will be handled in accordance with our complaint handling policy.

Email: support@austserve.com.au

Live Chat: <https://austserve.com.au>

Phone: 07 3040 5591