



Australian Phone Company works to protect your privacy while interacting with our content, products and services.

The purpose of this Privacy Policy is to tell you what kind of information we may gather about you when you visit our site, how we may use that information, whether we disclose it to anyone, and the choices you have regarding our use of, and your ability to correct this information. Our policy allows you to choose what kind and how much information you provide to us and to control how we use whatever information you give us. Our goal is to provide you with a satisfying experience while allowing you to control your privacy and to give you a means to voice any questions or concerns you may have.

### **Collection of Information**

Information is collected from you primarily to make it easier and more rewarding for you to use our services. Depending on the service you are accessing, you could be asked to provide information such as your name, email address. It is entirely your choice whether to respond to these questions or not.

Australian Phone Company collects two types of information. The first type is anonymous information. For instance, we may collect information to tell us that number of people visit our web site today, but we do not know their names, where they live or their date of birth - they are 'anonymous' to us. Another example of Australian Phone Company collecting anonymous information is when our customers audiences are invited to respond to surveys on the website or mail survey mail distribution. The surveys may ask you for demographic information such as your age, gender and postcode. This information is collected for research purposes, is used in the aggregate (where possible), and remains anonymous. Many of the individuals who access our services are anonymous to us.

The second type of information that Australian Phone Company collects is personal information. Australian Phone Company will collect personal information that lets us know the specifics of who you are such as your name, email address, postal address, phone number when you provide it to us. With this information, Australian Phone Company can provide a variety of personalized and enhanced services that are not available to anonymous users. We hope that you will find it beneficial to provide individually identifiable information about yourself to us because it will make our services more valuable to you.

Sometimes, we may specifically ask for personal information about you when you sign up to use a service. Certain information may be required, such as your name, age, internet address or screen name, billing address, type of computer, credit card number, in order to provide that service or product to you. This information may also be used to inform you of

additional products and services which may interest you. You can choose not to receive such information when you are undertaking product or service registration on our website. We may also ask about your interests, but it is your choice whether to respond.

How much of your personal information that you choose to disclose to Australian Phone Company is completely up to you. The only way we know something about you personally is if you provide it to us, for example when you take part in a discussion forum or enter one of the competitions on our website.

### **Use of Anonymous Information**

Australian Phone Company automatically gathers anonymous information to monitor the numbers and frequency of visitors Australian Phone Company website and its areas. We only use such data in the aggregate. This collective data helps us determine how much our audiences use parts of the site, so we can improve the Australian Phone Company website and to assure that it is as appealing as we can make it for as many users as possible. Australian Phone Company may publish or provide this aggregate data to other people.

### **Use of Personal Information**

Australian Phone Company will only use the personal information you have chosen to provide us for the purpose for which you provided it. Australian Phone Company will not use it for any other purpose without your consent. If you register to receive offers from Australian Phone Company, you are giving your permission for Australian Phone Company to contact you with direct marketing offers from time to time.

### **Use Credit Card Details**

When you are signing up for services or topping up your account you have an option to use VISA/MASTER Credit Card. You need to provide necessary information about card as card number, expiry date, CCV number, cardholder name, billing address. Credit Cards payments are processed by Australian Post SecurePay department. Australian Phone Company doesn't have these details, doesn't store any details about your card. All entered data is secure protected by SSL certificate and transferred between your internet browsers straight to SecurePay processing center. We don't have any visibility of Credit Card details entered - that is transferred from your computer directly to SecurePay payment gateway. Once transaction approved or declined Australian Phone Company gets response from SecurePay payment gateway about transaction status and updates your balance accordingly.

### **Disclosure**

There will be occasions where it will be necessary for Australian Phone Company to disclose your personal information to third parties Australian Phone Company may be required by law to disclose the information, or Australian Phone Company may be required to disclose your personal information to third parties to provide the service you have

requested, for example, if you purchase products online from Australian Phone Company, Australian Phone Company will need to disclose your personal information to third parties in order to bill and deliver your products. However, the disclosure will only be made where it is necessary to fulfil the purpose for which you disclosed your personal information. Otherwise than stated above, we do not disclose personal information that you may give us, such as your name, address, email address or telephone number, to any organization or person outside Australian Phone Company unless you have authorized us to do so. For example, when you contribute to an online forum you may want to publish your name and email address.

#### **No Sale of Personal Information**

Under no circumstances will Australian Phone Company sell or receive payment for licensing or disclosing your personal information.

#### **Access and Correction: Personal Data**

If Australian Phone Company holds your personal information Australian Phone Company will where possible provide you with access to the information. Australian Phone Company will take reasonable steps to correct the information so that it is accurate, complete and up to date.

#### **Security**

Australian Phone Company operates secure data networks that are designed to protect your privacy and security.

#### **Complaints About Privacy**

If you have any complaints relating to online privacy issues on the Australian Phone Company website, please contact Australian Phone Company.

**If you have any questions regarding your service call us on**

**03 9999 82 89**

**[www.australianphone.com.au](http://www.australianphone.com.au)**