

# Privacy Policy

**Last updated: October 2024**

## INTRODUCTION

Welcome to Our ISP (ABN 95 679 344 417) (“We”, “us” and “our”). This Privacy Policy explains how and why we collect, use, hold, disclose, and protect your Personal Information. By accessing or using our services or website, you consent to the practices described in this Privacy Policy. Please read this policy carefully to understand our privacy practices.

## WHAT IS PERSONAL INFORMATION?

'Personal information' is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not. Examples include an individual's name, address, contact number, and email address.

'Sensitive information' is a special category of personal information. Sensitive information includes information about an individual's racial or ethnic origin; political, religious, or philosophical beliefs; political, trade or professional memberships; sexual orientation or practices; criminal record; health information; genetic information; and biometric information that is used for the purpose of automated biometric verification or identification, and biometric templates.

## WHAT PERSONAL INFORMATION DO WE COLLECT AND HOLD?

We collect Personal Information from you and about you when you interact with our website, marketing campaigns, services, and/or when you contact us (e.g., call us, send us an email, or interact with us via social media).

The Personal Information we collect may include, but is not limited to:

- Name
- Contact information (e.g., email address, phone number)
- Date of birth
- Postal address
- Payment information
- Service-related details like your username, encrypted password and service usage history, support incidents, enquiries and complaints
- Data Retention Law details (where that law applies) like subscriber and account details, service details, details about telecommunications devices, the source and destination of communications, the date and time of communications and connection to services, the type of a communication or service, and location details.
- Other information you provide to us voluntarily.

We collect Personal Information through various means, including but not limited to the following:

- When you register an account with us
- When you place an order or make a purchase
- When you engage our services
- When you participate in surveys, contests, or promotions
- When you contact our customer support
- When you interact with our online ads on Google, Bing, or social media.

We may also collect personal information about you indirectly from other sources, including:

- Our employees, agents, contractors, and suppliers
- Publicly available sources such as websites, social media platforms, internet, or telephone directories
- Credit reporting agencies, credit providers, fraud checking agencies
- Our contractors and other representatives that you may deal with
- Third parties such as our business partners, your authorised representative/s, and other organisations that we partner with
- Other telecommunication and information service providers that we may interact with.

We do not collect sensitive information, and we will only collect sensitive information about you with your consent (unless we are otherwise required or authorised by or under law to do so). If you provide us with personal information about another person, please make sure that you tell them about this Privacy Policy.

## **COOKIES AND SIMILAR TECHNOLOGY**

We may use cookies and similar technology on our website to enhance your user experience. Cookies are small text files that are stored on your device when you visit our website. You can control the use of cookies through your browser settings. We may also collect information about how you access, use, and interact with our website. We also use other tools such as Google Analytics to collect information about how you use, access, and interact with the website.

## **GOOGLE reCAPTCHA**

We also use reCAPTCHA, a free service from Google that helps protect our digital platforms from spam and abuse by blocking automated software. It does this by collecting personal information about users to determine if they are humans and not spam bots. This collection of personal information is subject to Google's privacy policy. For a copy, please visit: <https://policies.google.com/privacy>. By using the reCAPTCHA service, you consent to the processing of data about you by Google in the manner and for the purposes set out in Google's privacy policy.