



OntheNet Privacy Statement

Version 2.0

Last Updated 26th March 2014

1. OntheNet cares about your privacy

- 1.1. OntheNet appreciates that your privacy is important to you and OntheNet will protect the personal information you entrust to us.

2. Privacy

- 2.1. OntheNet is committed to protecting your personal information and agrees to comply with the Australian Privacy Principles (APPs) set out in the Federal Privacy Act and administered by the Federal Privacy Commissioner.
- 2.2. The APPs regulate the way that organisations can collect, use, keep secure and disclose personal information. It also gives individuals the right to know what information an organisation holds about them and a right to correct that information if it is incorrect.

3. What personal information OntheNet collects

- 3.1. OntheNet collects personal information from our customers including the type of information required to provide our services such as your name, address, date of birth, gender, contact details, payment information, credit information, driver's licence number, usage data, OntheNet username and password.
- 3.2. If you don't provide all or part of the personal information we require, we may not be able to provide you with the relevant services.

4. How OntheNet may collect your personal information

- 4.1. OntheNet usually collects personal information about you directly. For example, we collect personal information when you provide information to us by phone or email, when you enter your personal details on our websites, or when you fill in forms for ordering, modification or cancellation of services.
- 4.2. We may also collect information about you indirectly, including from:
- our employees, agents, contractors or suppliers;
 - third parties such as credit reporting bodies and credit providers;
 - third parties such as sporting clubs and community organisations that we partner with;
 - our customer's authorised representatives;
 - other telecommunication and information service providers;
 - our equipment; and
 - publicly available sources of information.

5. Why does OntheNet collect your personal information?

- 5.1. The type of information OntheNet collects from you will depend on which OntheNet products and services you use. OntheNet captures and stores, on its private network and in some cases in paper form, personal information about customers, their service/s and usage, as relevant and appropriate to provision and maintain the service.
- 5.2. OntheNet may also require information about your premises in order to assist with the installation of OntheNet's services. OntheNet may offer products or services which will be supplied by other organisations and we will collect the relevant details in order to provide you with those products and services or information requested.
- 5.3. Examples of why we collect your personal information:
- to verify your identity;
 - assess whether you are eligible for our services;

- assist you to complete an application that was abandoned;
- carry out checks for credit-worthiness and for fraud;
- process your application to become an OntheNet customer;
- provide the services you require;
- deal with enquiries and provide customer support;
- manage your services, including billing, account management and collecting debts;
- research and develop our products and services;
- business planning;
- provide information to the manager of the Integrated Public Number Database (IPND);
- provide you with information about our services, products and special offers (and marketing those products to you unless you have requested us not to do so).

6. How we may share your personal information

- 6.1. The information OntheNet collects from you is strictly confidential. OntheNet will not disclose your personal information to any third parties, other than those who are contracted to us to keep the information confidential. Some circumstances where contractors may be used to assist in the delivery of services include the installation and servicing of equipment and mailing houses. We may disclose information where you would reasonably expect us to do so or where the disclosure is for an activity related to the purpose your information was collected for in the first place.
- 6.2. For example, OntheNet may disclose relevant customer details to:
- suppliers so we can supply the service to you;
 - technicians we engage to resolve faults concerning your service;
 - a credit reporting body or credit provider if you fail to make payments due;
 - a fraud-checking agency to carry out checks;
 - debt collection agencies and similar parties that assist with debt-recovery;
 - specialist contractors for the purposes of research and development;
 - other communication companies, for specific marketing campaigns;
 - our professional advisers, including our accountants, auditors and lawyers;
 - other telecommunications and information service providers, for example, for billing purposes;
 - your authorised representative or contact person in the manner you have agreed to;
 - your legal advisers, if requested by you to do so;
 - a duly authorised government, regulatory authority or other organisation such as the Telecommunications Industry Ombudsman, when we are required or specifically permitted by law to do so (for example, to the operator of the IPND, which supplies information for telephone directories) or to resolve customer complaints or disputes;
 - a specified recipient if a court order compels us to do so, and
 - law enforcement agencies concerning the enforcement of criminal and other laws if we are compelled, or required to do so.
- 6.3. Your information may also be disclosed to enable OntheNet to ensure you meet your obligations under your contract or agreement.
- 6.4. There may be some exceptional circumstances for disclosing your information, such as when there are grounds to believe that the disclosure is necessary to prevent a threat to life or health, or for law enforcement purposes.

7. How OntheNet holds your personal information

- 7.1. OntheNet takes reasonable precautions to protect a customer's personal information from misuse or unauthorised access via electronic security, restricted access and internal policies and procedures.
- 7.2. Proof of identity is always required before personal information is disclosed to any person, including the specific customer.
- 7.3. Some of the security measures we use include:
 - Firewalls and access logging tools that protect against unauthorised access to your data and our network.
 - Secure work environments and workflow systems that prevent unauthorised access and copying of your personal information.
 - Secure server and closed network environments.
 - Encryption of data in transit.
 - Virus scanning tools.
 - Management of access privileges, to ensure that only those who really need it can see your personal information.
 - When purchasing from OntheNet, your financial details are passed through a secure server using 128-bit SSL (secure sockets layer) encryption technology. 128-bit encryption is the current industry standard.

These measures are robust, but security risks do change. We will remain vigilant in our efforts to protect your personal information.

8. How you can access your personal information?

- 8.1. You are entitled to access the personal information OntheNet holds about you in accordance with the Privacy Act, and to amend that information if it is incorrect. To do this, please write to, or email privacy@onthenet.com.au and include your account details. You may also view your personal information online via the OntheNet Toolbox.
- 8.2. There is generally no cost for accessing the personal information we hold about you, unless the request is complex or resource intensive. If there is a charge, it will be reasonable and we will let you know what it is going to be so that you can agree to it before we go ahead.

9. Quality of Personal Information

- 9.1. We aim to keep the personal information we hold about you accurate, up-to-date and complete. If you think our records need to be corrected, please call us.
- 9.2. We encourage you to update your details with us so we can deliver better service to you, and so the others we work with have access to the information they need to do their job.

10. Complaints about breaches of privacy

- 10.1. If you believe that your privacy has been breached by OntheNet, you can lodge a complaint to OntheNet in writing and all attempts will be made to resolve the matter. For a copy of the OntheNet Privacy Statement or to enquire generally about privacy matters please contact OntheNet via phone or email privacy@onthenet.com.au.
- 10.2. If you are not satisfied with the outcome you may refer the matter to the Telecommunications Industry Ombudsman (www.tio.com.au), or the Australian Information Commissioner (www.oaic.gov.au).