

Cybertel Telecom Pty Ltd

Privacy Policy

INTRODUCTION

We take your right to privacy seriously and want you to feel comfortable using our website. This Privacy Policy deals with personally identifiable information (referred to as “Data” below) that may be collected by us on our site. This Policy does not apply to other entities that we do not own or control or persons that are not our employees, agents or within our control. Please take time to read our Terms of Use.

TYPES OF INFORMATION WE COLLECT

Cybertel collects personal information from our customers when it is reasonably necessary for our business purposes. That means we collect information to supply you with the products you have asked for and to provide you with the best possible service. Information collected may include your name, address, date of birth, gender, contact details, payment information, credit information & driver’s licence. Cybertel may also collect personal information from your visits to our websites for Cybertel’s marketing and statistical purposes. Cybertel collects information (including but not limited to personal information) regarding the use of our services to comply with the Telecommunications (Interception and Access) Amendment (Data Retention) Act 2015 (Cth) (DRA). The DRA requires Cybertel to collect information about the type of and use of services we provide, including but not limited to: the source and destination of communications such as emails and phone calls; connection and disconnection of internet and WAN services and the assignation of IP addresses. The DRA precludes the collection of internet browsing data and the content of any communication.

INFORMATION WE DO NOT COLLECT

Cybertel will not collect any information regarding the content of your communications (including any personal information therein) and this includes email, voice and internet browsing. Cybertel will not access any information you store on infrastructure located in our data centres or hosted on virtual infrastructure at any time.

HOW WE COLLECT INFORMATION

Cybertel collects your personal information as reasonably necessary for delivering services to you and we collect this personal information using a variety of means including but not limited to application forms, emails, tickets and telephone conversations. We may use cookies or other similar technology for collecting data (including personal information from time to time) regarding the use of our websites. Cybertel collects information (which may include personal information) regarding the use of our services using the ‘logging tools’ within our core infrastructure. Collection of Data Our site uses technologies of third-party partners [such as NextRoll] to help us recognize your device and understand how you use our site(s) so that we can improve our services to reflect your interests and serve you advertisements about the [products and/or services] that are likely to be of more interest to you. Specifically, [NextRoll/these partners] collect information about your activity on our site(s) to enable us to:

- Measure and analyse traffic and browsing activity on our site(s);

Opting-Out Our partners [such as NextRoll] may use non-cookie technologies that may not be impacted by browser settings that block cookies. Your browser may not permit you to block such technologies. For this reason, you can use the following third-party tools to decline the collection and use of information to serve you interest-based advertising:

- The NAI's opt-out platform: <http://www.networkadvertising.org/choices/>
- The EDAA's opt-out platform <http://www.youronlinechoices.com/>
- The DAA's opt-out platform: <http://optout.aboutads.info/?c=2&lang=EN>

WHAT WE DO WITH THE INFORMATION WE COLLECT

Personal information is used to create an account and provide services and security as part of our service to you or an entity you represent. For service delivery, Cybertel may share your personal information with third-party organisations such as:

- Suppliers, so we can supply the service to you
- Technicians we engage to resolve faults concerning your service
- Debt collection agencies and similar parties that assist with debt recovery
- Other telecommunications and information service providers, for example, for billing purposes and telephone directories

Any personal information collected from cookies (or similar technology) about our website is used for systems and marketing improvement only. Cybertel will not sell any personal information collected. Any information (including any personal information) we are required to collect and store under our DRA obligations may be disclosed to:

- A duly authorised government, regulatory authority or other organisation such as the TIO, when we are required or specifically permitted by law to do so 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.

Access to this information is governed by the DRA.

STORAGE, PROTECTION & TRANSBORDER DATA FLOWS

All information (including any Personal Information) stored by Cybertel is kept on secure servers within our data centre environment within Australia. Some information may securely pass in transit via data centres located in the United States or Europe where necessary. All information is stored in a manner that reasonably protects it from misuse and loss from unauthorized access, modification or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. Most of the Personal Information is, or will be stored in client files which will be kept by us for a minimum of 7 years.

REQUESTING ACCESS TO THE INFORMATION WE COLLECT

You may have access to the personal information held by Cybertel by calling 1300 763 201. We will always require proof of identity before giving access to you of copies of any of your personal information that we hold. Cybertel aims to keep all your personal information accurate, up-to-date and complete. You can update or amend the personal information that Cybertel holds by contacting Cybertel on 1300 763 201.

FEEDBACK

Cybertel will attend to all questions and complaints regarding your personal information. You can contact Cybertel about your personal information and related privacy issues as follows: **By email:** info@cybertel.net.au **By telephone:** 1300 763 201 **By mail:** Cybertel Privacy Contact Officer PO Box 502 Cleveland, QLD, 4163 Should you not be satisfied regarding Cybertel's response to a concern or complaint regarding your personal information collected and held by Cybertel, you can make a complaint to the Privacy Commissioner at the Office of the Australian Information Commissioner. The OAIC can be contacted on 1300 363 992 or at www.oaic.gov.au.

COOKIES

Like many websites, we may set and use cookies to enhance your user experience, such as retaining your personal settings. Advertisements may appear on our website and if so, may set and access cookies on your computer and is subject to the privacy policy of those parties providing the advertisement. However, the companies serving the advertising do not have access to our cookies. These companies usually use non-personally identifiable or anonymous codes to obtain information about your visits to our site.

SSL SECURITY

This website and our network partner's Cybertel branded portals take every precaution to protect our users' information. When users submit sensitive information via the website, their information is protected both online and offline. While we use SSL encryption to protect sensitive information online, we also do everything in our power to protect user information offline.

CHANGES TO THIS PRIVACY POLICY

We may make changes to this Policy from time to time. We may notify you of substantial changes to this Policy either by posting a prominent announcement on our site and/or by sending a message to the e-mail address you have provided to us that is contained within your user settings.

NO GUARANTEES

While this Privacy Policy states our standards for the maintenance of Data and we will make efforts to meet them, we are not in a position to guarantee these standards. There may be factors beyond our control that may result in the disclosure of data. As a consequence, we disclaim any warranties or representations relating to maintenance.