

Privacy Policy

1.1 Our Commitment

Switch Telecom Pty Ltd (ABN 83 138 282 587) are not only committed to providing you with the exceptional service you expect from us but are also committed to your privacy and protecting your personal information. If you are an Australian customer, this policy sets out how we collect and protect your information so that you can feel confident that your personal information is in good hands. This policy complies with the [Australian Privacy Principles](#) in the Privacy Act 1988 (Cth).

1.2 Personal Information

1.2.1 Why do we collect personal information?

Personal information is any information or opinion that identifies or can reasonably be used to identify an individual.

Switch Telecom are an Australian business telecommunications provider; therefore, our customers are business entities, not for profit organisations or government agencies. As such, the collection of personal information is limited and will occur as necessary to perform provision of services to your business or agency and meet legal and compliance obligations.

1.2.2 What kind of personal information do we collect?

The personal information that we collect and hold about you is dependent on whether you are a customer, job applicant or member of the public.

The information may include:

- your contact details (such as name, address, date of birth, telephone number and email address) and your position in the organisation and the number of employees your business has.
- your employment history, if you apply for a job with us
- bank account and credit card details, payment information and preferences, credit worthiness
- opinions and preferences that you have communicated to us particularly where that information may help us to improve the services provided and cultivate excellent customer service
- user names, passwords and technical information required for your account
- other personal information that you choose to disclose in your interactions with us

You can refuse to provide personal information that we request but if you don't provide all or part of the information we require, we may not be able to provide services, assistance, or information that you require.

Generally, we will not collect sensitive information (for example: information about health, race, ethnic origin, religious beliefs etc) about you. If we do wish to collect sensitive information about you, we will ask for your consent when we collect this information.

1.2.3 How do we collect your personal information?

We usually collect personal information about you directly from you. For example, we collect your personal information when you provide it to us over the phone, via email, via live chat, in person, via surveys, personal documents such as a curriculum vitae or when you enter your personal details into our forms and website.

We may collect information indirectly about you from:

- Our supplier;
- Third parties such as credit reporting bodies and credit providers;
- Other telecommunication and information service providers;
- Our equipment; and
- Publicly available sources of information.

How do we use online identifiers?

We may use cookies and other online identifiers to collect information about you when you interact with our websites, applications, communications, products, and services however this data is generally not personal information.

Unsolicited information

If Switch Telecom receive information that it has not requested, or it determines that the personal information received is not reasonably necessary to provide its services, we will take reasonable steps to de-identify or destroy that personal information.

1.2.4 How we use your personal information

We collect and use personal information from you that is necessary for us to go about our day-to-day business activities.

For example:

- To verify your identity;
- Assess whether you are eligible for our services;
- Carry out checks for credit-worthiness and for fraud;
- Process your application to become a Switch Telecom customer;
- Provide the services you require;
- Deal with enquiries and provide customer support;
- Manage your services, including billing, account management and collecting debts;
- Develop and evaluate our products and services;
- Manage our business; and
- Comply with our legal obligations.

1.2.5 Who and for what purpose will we disclose your personal information to?

We will not disclose personal information, or any other information or data held by us about you to a third party except in the following circumstances:

- To our suppliers, other service providers (carriers, carriage services providers or contractors), specialist advisors in order to provide the services required and perform certain functions in relation to the services. Assess whether you are eligible for our services;
- To credit providers, credit reporting or references agencies or insurers and insurance investigators, for purposes permitted by the Privacy Act and credit reporting legislation.
- To our logistics providers to assist with delivering services, including delivery of products.
- To government, regulatory authorities, law enforcement agencies and other third parties: Where we are required or allowed by law, regulation, or industry codes, or where we think it is reasonably necessary for

public health or safety reasons or where we reasonably believe that you are in breach of the terms of use of the Site or are engaging in illegal activity.

Unless otherwise provided in our agreement with you, we may disclose your personal information to a recipient located outside Australia, where they provide support services to us, and the disclosure is reasonably necessary for the performance of the Services.

1.2.6 How we hold and protect your personal information

The security of your personal information is of paramount importance, and we take reasonable steps to protect the personal information we hold about you from misuse, loss, unauthorised access, modification, or disclosure. We keep your personal information safe on our closed network environment. We have firewalls in place throughout our network for your and our protection.

Personal information will not be disclosed to individuals enquiring about your account on your behalf or otherwise unless you have previously authorised them. We have several safeguards in place to protect the personal information we hold, including password protected databases, staff training and system firewalls. We maintain multi factor authentication, password security and restricted access to all electronic documents containing personal information.

1.2.7 Can you access and correct the personal information we hold about you?

You have the right to request access to your personal information that we hold about you, and to request its correction. It is very important this information is kept up to date so we can provide you with the best possible service. If this information needs updating or is incorrect, please contact us.

In certain circumstances we may not be able to provide you with access to your personal information but in that case, we will provide a clear written explanation.

1.3 Privacy breach

1.3.1 How can you report a breach of your privacy?

If you believe we may have breached this policy or any of the Australian Privacy Principles, then you should make a complaint to us in the first instance. A member of our team will get in touch as soon as possible. We have 30 days to respond to your complaint but will endeavour to respond within 1-5 business days.

If you are unhappy with our response to your complaint, you have the right to make a complaint to the Office of the Australian Information Commissioner. They can be contacted by telephone on **1300 363 992**. Full contact details and ways to lodge a complaint can be found on their website at www.oaic.gov.au.

1.3.2 Contacting us

If you have any queries concerning this privacy policy, a request for access or correction of your personal information or even a complaint in regard to the treatment of your personal information, please contact us by calling **1800 800 723**.

You can also contact us by email: customerservice@switchtelecom.com.au

Or by writing to us:

PO BOX 1188

Werribee, Vic, 3030