

## 1. Privacy Policy

We are committed to protection of your privacy and ensuring the security and safe keeping of your data. This Privacy Policy sets out our obligations to you regarding management of your Personal Information.

The Privacy Policy adopts the Australian Privacy Principles (**APPs**) outlined in the *Privacy Act 1988 (Cth)* (the **Privacy Act**) which govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

This Privacy Policy is effective as of 11/11/2001, and may be updated from time to time.

## 2. Your Information

The standard types of information we collect may include:

- the products and services you have purchased from us,
- your name and date of birth,
- your contact details,
- bank account and credit card details,
- information to verify your identity, and
- account username and password.

We may also collect information such as:

- Financial and Credit information,
- Technical Information relating to your use of our networks,
- Information about the products and service you purchase from us,
- Information relating to your usage of our products and services, including your network usage, services and applications used on our networks and location information,
- Information to verify your identity.

Any personal or commercially sensitive information we may collect will be dealt with in accordance with relevant laws.

Any personal information provided to us regarding third parties, must only be provided with that individual's knowledge and consent.

## 3. Collection of Information

Personal information may be collected in the following ways:

- Through your interactions with online forms or responses to electronic mail;
- Interactions with us when setting up an account or utilising our products or services;
- Interacting with our Website and social media;
- Purchasing a product or service from us;
- Communications with our staff, including sales representatives and technical support;
- Job applications;
- Credit reports and mailing lists;
- Any other information which may be commercially available from third party sources.

## 4. Information Storage

We take all reasonable and appropriate measures to ensure that your information is safely stored and that our network remains secure. Information may be stored in hard copy or electronic format.

Information may be retained for such time periods as necessary for us to comply with any legal and regulatory obligations or for any other reason.

## 5. Use of Information

Your personal information may be used as follows:

- Processing orders and applications.
- Managing our products and services, and to ensure compliance with billing arrangements and compliance with any contractual agreements with you.
- Providing information to you regarding our products, upgrades and services.
- Identity verification credit checks and reporting.
- Generating bills, account management and debt-recovery.
- Products and services development
- Marketing and promotion of products and services to you.
- Identifying your location.
- Managing and protecting our network.

## 6. Information Sharing

Information provided by you may be shared with other service providers that are involved in providing our products and services. These include:

- Our dealers, business partners, legal representatives and other businesses we work with.
- The manager of the Integrated Public Number Database (IPND), and other organisations as required or authorised by law.
- Investigation fraud, crime or misconduct relating to your account or services with your consent.
- Dealing with enquiries and support services concerning your products and services.
- Installation, maintenance and repair services.
- Mailing operations, billing and debt-recovery.
- IT and network services.
- Development, analysis and business intelligence functions.
- Communicating with any authorised or legal representatives appointed by you.
- Investigations relating to identity checking and credit related purposes.
- Law enforcement and national security agencies, and other government and regulatory authorities as required or authorised by law
- Transfer or sale of all or part of our assets or business.

## 7. Accessing Your Information

If any details you provide us change, you may inform us of that change by using the contact details below. You are also entitled to request a copy of your information that concerns you. Administrative charges may apply for certain information requests. Our request email is: [support@premiummobile.com.au](mailto:support@premiummobile.com.au).

## 8. Privacy Complaints

If you believe your privacy has been compromised, please contact us and we will endeavour to respond to your complaint in a timely manner. If your complaint cannot be resolved, you may be entitled to lodge a complaint with a relevant regulator such as the Australian Information Commissioner or the Telecommunications Industry Ombudsman.

## 9. Contacting Us

Our Contact Details are provided below. Please note that office hours are Monday to Friday 9AM to 5 PM AEST.

Contact Details:

Email: [support@premiummobile.com.au](mailto:support@premiummobile.com.au).