



**Red Broadband**

## Privacy Statement

Our privacy policy outlines the collection and use of your personal information. Red Broadband respects your privacy and as a result we will not trade, rent-out or sell your personal information. Red Broadband complies with the Privacy Act 1988 and the Australian Privacy Principles which came into effect on the 12<sup>th</sup> of March 2014. We will only collect personal information that is required for us to be able to carry out the functions and activities that we undertake for the benefit of our customers. If you are unwilling to provide Red Broadband with some details, we may not be able to supply you with the service you have requested.

### What kinds of information do we keep?

This information may include, but is not limited to: your name, date of birth, current address, telephone numbers, e-mail address', credit card details, logon identification numbers, passwords and security codes. If you require an authorised representative to be added to your account we will require information similar to what we hold on you. We do not keep any information in relation to your browsing history, download records, or copies of your emails. We do however keep a copy of your interactions with us such as emails to ensure we can meet your needs and requirements as our customer. We also keep copies of billing information or other information required for any specific purposes.

### How we collect your personal information

Red Broadband has multiple ways that we collect your information. Including but not limited to:

- Information that is provided by you through completion of our application form for the products and services we have on offer through our website;
- Information from third parties such as credit reporting agencies;
- Information collected directly from you via phone/e-mail/letters; and
- Information available from publicly available sources of information.

### How we use your personal information

Red Broadband uses your information in multiple ways that are listed below:

- For the purpose of verifying your identity;
- When providing you a products/service that you have requested;
- When conducting credit/fraud checks;
- For the purpose of Credit Reporting;
- For possible fraud investigations;
- To administer and manage the services we provide to you including charging, billing, obtaining payment, fault management, complaint handling and debt collection;



- To communicate with you directly about your service usage, service charges, marketing materials and services available to you via email, fax, phone, SMS and by other means of communication;
- For complaint and fault management and to provide upgrades and maintenance to our products and services;
- To relevant government and regulatory authorities and other organisations which we may be required or authorised by law under the Telecommunications (Interception and Access) Act 1979 (Cth) and the Telecommunications Act 1997 (Cth);
- In compliance with any mandatory industry codes or standards that are registered under the Telecommunications Act 1997 (Cth); and
- To comply with any requests for any information that is issued to Red Broadband by any agencies or courts that are entitled to obtain the information under the Australian Law.

## Disclosure of your information to third parties

The uses of your information that are outlined in the above section may require Red Broadband to disclose some of your personal information to third parties such as:

- Service providers who provide goods/services to us;
- Credit reporting agencies;
- Third parties where you have given consent for the disclosure of your information; and
- Government, law enforcement and national security agencies and regulatory bodies where we are required to comply with legal obligations.

## How you can access your personal information

You can view some of the information stored by accessing our secure member's portal at <https://secure.redbroadband.com.au>. We take all reasonable steps to make sure your information is correct and up to date, however, if any of your information is incorrect or needs updating please contact us to update this.

## How we keep your information safe

Red Broadband takes all reasonable steps to keep your personal information safe and secure. Our staff are trained to respect your privacy and information. As your personal information is shown on your member's portal to help us make sure your information is kept safe please ensure that your logon information is kept confidential. If you are using a public computer to access your account, please make sure you always log off and do



not save your username and password details. If you notice any unauthorised use on your account please notify us immediately.

## Privacy complaints

If you have any complaints about our privacy policy, how we have handled your information or would like any further information or clarification, please contact us.

## Changes to the privacy policy

As Red Broadband is constantly improving our services and products there may be changes to our privacy policy from time to time. Our up to date privacy policy is available upon request or from our website [www.redbroadband.com.au](http://www.redbroadband.com.au)

## Contacting us

If you have any further questions about your privacy or this privacy policy please contact us using the details below:

- **Email:** [support@redbroadband.com.au](mailto:support@redbroadband.com.au)
- **Phone:** 1300 551 331
- **Fax:** (08) 9200 2801
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