



southern cross
TELCO & MOBILE

Privacy Policy

Southern Cross Telco Holdings Limited ABN 60 066 034 400 ('SCT') is committed to ensuring your privacy. SCT is bound by the National Privacy Principles outlined in Schedule 3 of the *Privacy Act 1988* (Cth) and is therefore subject to obligations relating to the collection, use, disclosure, accuracy, security, accessibility and export of personal information.

SCT is committed to educating its employees on privacy obligations and compliance. This Privacy Policy details information with respect to personal information SCT collects, uses and discloses.

Personal Information

We sell telecommunications products and services. To do this we require personal information. Personal information is information that identifies you.

Information gathered

Where it is reasonably practicable to do so, we will only collect your personal information from you. Collection may take place in a number of ways, such as when you complete an application form for a product or service in person, by mail, or over the phone, e-mail or Internet. This information may include:

- name,
- age,
- address,
- telephone number,
- e-mail address,
- driver's licence details,
- credit card number/other banking details and
- details of the products and services you have purchased from us including their status.

You do not have to provide us with us this information; however your failure to do so may prevent us from being able to provide you with our products and services, or a level of service that optimises our products and services.

Use of Personal Information

We will only use the personal information you have provided us for the purpose for which you provide it. Our primary goal in collecting personal information from you is to provide you with an efficient and customised experience to enable you to effectively use our telecommunications products and services.

We require personal information for:

- purchase, set up and administration of our products and services;
- identification and protection from unauthorised access to your personal information, accounts or services;
- credit checks;
- credit management;
- advising you of ways we can improve our products and services; and
- informing you of our new products and services.

Disclosure

We will not use your personal information for any other purpose without your consent. However, for the purposes of providing our products and services to you we may need to disclose your personal information to:

- an out-sourced mailing provider;
- information technology consultants;
- debt collection services;
- marketing services;
- your representatives;
- credit agencies;
- credit providers;
- our professional advisers including accountants, auditors, and lawyers;
- our telecommunication suppliers;
- our related company entities; and
- where specifically required by law.

We do not reveal, disclose, sell, distribute, rent, licence, share or pass on to any third parties your personal information (save for those listed above) without your consent. We will not use Commonwealth identifiers such as Tax File Numbers or Medicare Numbers for the purposes of identifying the personal information that we may have collected about you.

Security

SCT undertakes all reasonable steps to protect your personal information. All the information we gather is securely stored. We will not be responsible for events arising from the unauthorised access and use of your personal information.

Your current hardcopy information is securely stored on site in an electronically monitored room. Access is restricted. We are required to keep your business records for 7 years. This information is securely stored off site. Access is once again restricted.

Your personal information that is currently stored on our computer system is protected by state of the art 'firewalls'. Our IT Department administers and maintains the security of the system. We use encrypted passwords for added protection. Our employees are bound by confidentiality agreements. Access is once again restricted.

If you call SCT by telephone, before any of your personal information is revealed or discussed, you must correctly answer the verification or identity questions.

Sending Personal Information Electronically

Sending and receiving information over the Internet is always at your own risk. No guarantee can be given that information sent over the Internet is 100% secure. When you visit a web page the URL requested is automatically recorded, as is the time and date requested, and the browser software been used.

Aged Information

Where information is no longer needed for its intended purpose, we will take all reasonable steps to ensure that such information is destroyed, or where retained for the purposes of historical or trend analysis de-identified.

Accuracy is Important

We will take all reasonable steps to make sure that the personal information that we collect is accurate, complete and up to date. SCT will, where reasonably practicable, provide you with

access to the information you have provided and make any changes to keep such information updated and accurate.

Access

You may request access to any of the personal information we hold about you. Most of this information is available by contacting us on:

Freecall: 1800 636 758
Email: custserv@sctelco.com.au

For more detailed requests, where for example the information is archived, a fee may be charged to cover the cost of supply and retrieval of this information to you. All requests will be processed as quickly as possible.

We reserve the right to refuse access to your personal information where authorised by law, where it may relate to existing or anticipated legal proceedings against you, or where the request is regarded as frivolous or vexatious.

Direct Marketing

Where we are required to inform you of matters that involve the alterations or additional responsibilities to the provision of our products and services we will use your personal information to contact you. We would also like to provide you with the opportunity to inform you of additional products and services, which may interest you. You can choose not to receive such information by contacting us on:

Freecall: 1800 636 758
Email: custserv@sctelco.com.au

Problems

If you have any complaints relating to privacy issues or our website, please notify the Customer Solutions Manager at SCT on 03 6231 5155 or fax 03 62 160 270, or GPO Box 2039 Hobart 7001.