



OntheNet Privacy Policy

Version 1.0

Last Updated 22 June 2009

OntheNet – Privacy Policy v1.0

1. OntheNet cares about your privacy

- 1.1. OntheNet appreciates that your privacy is important to you and OntheNet will continue to protect the personal information you entrust to us.

2. Privacy

- 2.1. OntheNet is committed to protecting your personal information and agrees to comply with the National Privacy Principles (NPPs) set out in the Federal Privacy Act and administered by the Federal Privacy Commissioner.
- 2.2. The NPPs regulate the way that organisations can collect, use, keep secure and disclose personal information. It also gives individuals the right to know what information an organisation holds about them and a right to correct that information if it is incorrect.

3. Why does OntheNet need your information?

- 3.1. The type of information OntheNet collects from you will depend on which OntheNet products and services you use. OntheNet captures and stores, on its private network and in some cases in paper form, personal information about customers, their service/s and usage, as relevant and appropriate to provision and maintain the service.
- 3.2. When you become an OntheNet customer you will need to provide certain details including your name, contact details and information for identification purposes. OntheNet may also request your credit card or bank account details and information to help us assess your credit application where this is relevant.
- 3.3. OntheNet may also require information about your premises in order to assist with the installation of OntheNet's services. OntheNet may offer products or services which will be supplied by other organisations and we will collect the relevant details in order to provide you with those products and services or information requested.
- 3.4. If the customer chooses not to provide OntheNet with the required personal information OntheNet may not be able to provide the service or continue to provide the service.

4. Use of Information by OntheNet

- 4.1. OntheNet may use your information for purposes which you would reasonably expect, such as:
 - 4.1.1. Verifying the customer's identity;
 - 4.1.2. Providing the service/s;
 - 4.1.3. Maintaining the service/s, including billing;
 - 4.1.4. Providing customer support;
 - 4.1.5. Maintaining and improving OntheNet systems.
- 4.2. OntheNet may also collect and use information about customer use of its services for monitoring and evaluation purposes in order to provide customers with improved and more relevant products. OntheNet may use your information to notify you about new services or promotions from time to time. If at any stage you no longer wish to receive these communications from OntheNet you can contact us and make this request.
- 4.3. OntheNet takes all reasonable precautions to protect a customer's personal information from misuse or unauthorised access via electronic security, restricted access and internal policies and procedures.

5. What information will OntheNet disclose?

- 5.1. The information OntheNet collects from you is strictly confidential. OntheNet will not disclose your personal information to any third parties, other than those who are

contracted to us to keep the information confidential. Some circumstances where contractors may be used to assist in the delivery of services include the installation and servicing of equipment and mailing houses. We may disclose information where you would reasonably expect us to do so or where the disclosure is for an activity related to the purpose your information was collected for in the first place.

5.2. For example, OntheNet may disclose relevant customer details to:

- 5.2.1. The customer's authorised representative/s;
- 5.2.2. A third party supplier in order to provision a service;
- 5.2.3. A credit reporting agency for the purpose of assessing a credit application;
- 5.2.4. The Australian Communications and Media Authority, the Telecommunications Industry Ombudsman and any other industry regulator, Government body or law enforcement agency;
- 5.2.5. A debt collector or credit reporting agency in the event the customer defaults in payment;
- 5.2.6. Any other party required by Law.

5.3. Your information may also be disclosed to enable OntheNet to ensure you meet your obligations under your contract or agreement.

5.4. There may be some exceptional circumstances for disclosing your information, such as when there are grounds to believe that the disclosure is necessary to prevent a threat to life or health, or for law enforcement purposes.

5.5. Customer's personal information is not and will not be shared with any other company or individual unless advised to do so by the Customer in writing or demanded by legal authorities.

6. How you can access your personal information?

6.1. You are entitled to access the personal information OntheNet holds about you in accordance with the Privacy Act, and to amend that information if it is incorrect. To do this, please write to, or email OntheNet and include your account details. OntheNet may charge a reasonable fee for providing this information.

6.2. OntheNet assumes the personal information held on file is correct. The customer is responsible for advising OntheNet if the information changes and is no longer accurate.

7. Complaints about breaches of privacy

7.1. If you believe that your privacy has been breached by OntheNet, you can lodge a complaint to OntheNet in writing and all attempts will be made to resolve the matter. If you are not satisfied with the outcome you may refer the matter to the Privacy Commissioner's Office. For a copy of the OntheNet Privacy Policy or to enquire generally about privacy matters please contact OntheNet.

7.2. Office of the Federal Privacy Commissioner: Telephone: 1300 363 992, privacy@privacy.gov.au.