

Mytel Privacy Statement

1. Introduction

Mytel Voice & Data Pty Ltd ('Mytel') respects your privacy and is committed to the protection of your personally identifiable information. This Privacy Policy has been designed to ensure that the privacy of the information we obtain in the normal course of providing our services is respected and maintained.

2. Application

This Privacy Statement applies to all business activities of Mytel to the extent that they affect or involve the collection, use, disclosure or handling of personal information. Mytel understands the importance to its clients and to their customers of the discreet and confidential handling of their personal information. It is Mytel's policy to comply with the requirements of the Privacy Act 1988 and the National Privacy Principles contained in that Act in all activities of Mytel involving the collection, use, disclosure and handling of personal information. In this Privacy Statement, Personally Identifiable Information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion (source: Privacy Act 1988).

3. Collection

In order to provide you with the highest standard of telecommunications services, Mytel will request and retain certain Personally Identifiable Information from its customers. It will do this by lawful and fair means and not in an unreasonably intrusive way. Where practicable, Mytel will make known the purpose for which it is collecting Personally Identifiable Information and will collect Personally Identifiable Information concerning an individual only from that individual.

4. What information is retained?

Mytel recognizes that any Personally Identifiable Information is very important to you, and that you should have a right to control the use and dissemination of that information. The purpose of collecting this information is to make your experience as a customer or prospective customer a positive one. Mytel may collect and use Personally Identifiable Information for any of the following purposes:

- To verify your identity;
- To provide and/or change the service you request to purchase;
- To provide you with Customer Service;
- To ensure that our website is customer friendly, informative and easy to access;
- To create new services that may be of interest to you;
- To protect our customers, employees or property (e.g., to investigate fraud, harassment or other types of illegal activity);
- To bill you, conduct credit reference checks, or to initiate debt recovery;
- To anticipate and resolve problems with your Mytel service; and
- To inform you of new products, promotions or other marketing initiatives.

5. Data Security

Mytel prides itself on the sophistication of its data security systems, networks and procedures. In particular all databases maintained by Mytel are protected by secure network links. Security measures such as firewalls, hardware and software encryption, password protection, virus protection and internal quality procedures.

6. Legal Obligations

We do not disclose personal information or any other information or data held by us about you to a third party unless:

- We have reason to suspect that unlawful activity has been, is being or may be engaged in, and we disclose this information as a necessary part of our investigation of the matter or in reporting our concerns to relevant persons or authorities; or
- We are required or specifically permitted by or under law to provide this information to an authority or person that is duly authorized to request it; or
- A court order compels us to disclose this information to a specified recipient; or
- We are otherwise required or specifically permitted by law to disclose this information (including disclosure permitted under the Privacy Act 1988). Such disclosure includes any disclosure necessary to provide the Supplies to you (including for example possible disclosure to our suppliers).

Failure to supply personal information

If you choose not to provide all or part of the personal information we request, we may not be able to provide you with the Services requested by you, or we may refuse to provide, or limit the provision to you of any Service or personal or commercial credit requested by you.

By providing Personal Information to us and acquiring the Service, you acknowledge and consent to the collection, use and disclosure of your Personal Information as set out in this clause and in accordance with this privacy policy.

7. Openness

On request by individuals, Mytel will make known to those individuals the types of Personally Identifiable Information it holds, the purpose for which it is held and how Mytel collects, holds and uses that information.

8. Access and Correction

On request by an individual, but subject to the exceptions prescribed by the National Privacy Principles, either Mytel or its client for whom the information is held will provide the individual with access to their Personally Identifiable Information and will allow that individual a reasonable opportunity to correct any inaccuracies or out-of-date information.

9. Identifiers

Mytel will not use tax file numbers or other government-issued identifiers, other than the ABN, to identify a record of Personally Identifiable Information relating to an individual.

10. Sensitive financial Information

Mytel will apply particularly stringent procedures to its collection, use, disclosure and handling of any Personally Identifiable Information which includes sensitive information (e.g., information concerning financial position, payment history and purchase patterns).

Notwithstanding this Mytel may disclose or receive Personally Identifiable Information or documents about you to/from:

1. credit providers or credit reporting agencies for the purposes permitted under the Privacy Act;
2. law enforcement agencies to assist in the prevention of criminal activities;
3. our service and content providers, dealers and agents, or any company within the Mytel group for purposes that are related to providing you with a telecommunications service which would be reasonably expected.

Unless you consent, we will not disclose your Personally Identifiable Information to third parties, other than those who have contracted with Mytel to keep the information confidential, or who are subject to obligations to protect your personal information.

11. Mytel Clients

Mytel will be engaged by its business clients to provide various telecommunications services that might involve the handling of personal information of third parties. Mytel will seek from its clients assurances that all such Personally Identifiable Information has been collected lawfully and in compliance with the National Privacy Principles and that all required consents have been obtained for the intended use of that personal information.

12. Subcontractors and Channel Partners

Mytel requires strict compliance with the National Privacy Principles by all of its subcontractors and channel partners.

13. How to access your Personal Information

Upon your request, Mytel will take reasonable steps to let you know, generally, what sort of Personally Identifiable Information we hold, for what purposes and how we collect, use and disclose that information.

Upon your request, Mytel will provide access to your Personally Identifiable Information we hold, except in certain prescribed circumstances, including emergency situations, specified business imperatives and law enforcement or other public interests.

14. Contacting Mytel

Any questions or comments concerning Mytel privacy policies and practices, any requests for access to an individual's Personally Identifiable Information held by Mytel and any general privacy inquiries should be addressed to:

Privacy Officer
Mytel Voice & Data Pty Ltd

Level 8
470 Collins St
Melbourne VIC 3000
Australia

Phone: (03) 9013 1700
Fax: (03) 9011 9618
Email: info@mytel.net.au

15. Effective Date

Although Mytel reserves the right to change this privacy policy at any time, this policy has been effective since last being updated on 24 February 2009.