



## Privacy Policy

### Introduction

Ballarat Community Telco understands your concerns about the confidentiality of information you provide us. We are committed to protecting your privacy.

We are bound by and comply with the National Privacy Principles. This privacy policy sets out how we safeguard your privacy. In this policy references to 'us' or 'we' refer to Ballarat Community Telco.

Typically we will only collect personal information about you, however if you are signing for, or on behalf of an organisation, we may collect personal information about you and persons within your organisation. Occasionally, you may need to provide us with personal information about other individuals, for example a nominated account representative. In such instances, we rely on you to inform those individuals that you are providing their personal information to us and to advise them to contact us for further information about the use and storage of their personal information.

### How we collect personal information about you

We collect personal information directly from you about yourself and nominated individuals that may include details such as:

- name, address (previous or current), date of birth and contact details (such as phone and fax numbers, email addresses)
- details of previous or current employment
- details of the credit card or bank account from which payments to us will be made
- records of use from the services we provide you or your business
- records of communications between you or your business and us relating to the services we provide you
- billing statements

In some cases, we may need to collect sensitive information (such as health-related information) about you. If we need to do this, we will ask for consent to collect the information if the National Privacy Principles require us to do so.

In most cases, you provide us with your information. Sometimes, we collect this information from or confirm it with a third party such as a credit reporting agency. Generally, we will have sought your consent to do this.

### What sort of information is collected from our website

All access to pages on our website is logged. The sort of information contained in these logs cannot easily identify you personally. It contains such things as a list of the pages accessed and the sort of browser used. We use this information for statistical, marketing, administrative and security analysis.

## **How we use your personal information**

We use your personal information in order to provide you with telecommunications services and for related purposes such as:

- identifying you
- processing your application, carrying out credit checking and ongoing credit management of your account
- provisioning or connecting your services
- billing you for services we provide you
- researching usage patterns in order to improve our services
- sending you information about the products or services you use

We do not sell your information to other parties for use in direct marketing.

We may be required by law to retain your personal information for a specified period of time after you end your relationship with us. At the expiry of this required time, we take all reasonable steps to ensure the secure destruction of your personal information.

## **How to choose not to receive direct marketing from us**

We may use your personal information to tell you about other services we provide. You can choose not to receive such information when you sign the customer application form and later by contacting us at [customerservice@ballarattelco.com.au](mailto:customerservice@ballarattelco.com.au) or calling us on 1300 660 703.

## **Who we may disclose your information to**

Ballarat Community Telco obtains some services via wholesale supply channels. In the course of providing your telecommunications services, we may disclose personal information to third parties such as:

- other telecommunications service and equipment providers
- resellers
- credit providers
- credit reporting agencies
- organisations to whom we outsource services, such as billing providers, printing and mailing houses
- our legal, financial and accounting advisers
- Community Telco Australia and Community Developments Australia.

At your request, we may disclose your information to directory providers so that your information can appear in telephone directories.

We may disclose your information if required to by law.

Any parties who form part of our wholesale supply channel and to whom we disclose your personal information are either covered by contracts which protect your privacy or are subject to obligations that are substantially similar to the National Privacy Principles.

### **How we secure your personal information**

Ballarat Community Telco will take reasonable steps to keep personal information about you that it holds and uses, secure, accurate and up-to-date. Your personal information is stored within secure systems that are protected in controlled facilities. Our employees are obliged to respect the confidentiality of any personal information we hold.

You also have a role in protecting your personal information. For example, if you have been given online access to your account details, it is your responsibility to protect your access user name and password.

### **How you can access the personal information we hold about you**

Generally, you have the right to access the personal information about you that we hold. There are some circumstances in which we may refuse you such access. These include where release of the information would:

- breach another person's privacy
- prejudice any negotiations we are undertaking with you
- prejudice an investigation of unlawful activity
- prejudice activities carried out by, or for, a law enforcement body.

If we refuse to give you access to your personal information for any reason we will let you know why in writing.

If you believe that personal information we hold about you is inaccurate, incomplete or out of date, please let us know. If you change personal details such as your address, contact phone numbers or name, please tell us to ensure our information is up to date.

### **Changes to this policy**

From time to time, it may be necessary for us to review our privacy policy. We reserve the right to amend our privacy policy at any time and to notify you by posting an updated version on our web site [ballarat.communitytelco.com.au](http://ballarat.communitytelco.com.au).

### **How to contact us**

If you have any questions about our privacy policy or about the way we manage your personal information:

- You can write to us at PO Box 2297, Bakery Hill VIC 3354
- You can telephone our customer service centre on 1300 660 703
- You can email us at [customerservice@ballarattelco.com.au](mailto:customerservice@ballarattelco.com.au)