

Overview

Netbright is committed to providing excellent customer service and protection of your personal information is important to us.

This document explains aspects of our collection, usage and sharing of personal information, and how we manage personal information.

Our policy is based on the application of the Australian Privacy Principles under the *Privacy Act 1988* (Cth) and in accordance with other applicable privacy laws.

Collecting Information

Netbright will collect personal information about you directly or indirectly. We collect personal information when you provide information to us by phone or email, or when you enter your personal information on our websites.

PROVIDING SERVICES

Your personal information is collected by us for in order to operate our business and provide products and support to you. Reasons why we collect your personal information include:

- To perform service qualification for products and services, using the street address of the service location.
- We will record your telephone number(s) in order to contact you when managing your service.
- For personal identification and authorisation of service transfers, we may require your date of birth.
- We will record your telephone number(s) and address information in order to provide Integrated Public Number Database (IPND) services.
- When issuing invoices, we will utilise your email address to send you invoices for payment.

MARKETING

Netbright also collects and uses personal information for market research purposes and to innovate our delivery of products and services.

We may use or disclose your personal information for the purpose of informing you about our services, upcoming promotions and events, or other opportunities that may interest you.

If you do not want to receive direct marketing communications, you can opt-out at any time by contacting us.

If you opt-out of receiving marketing material from us, we may still contact you in relation to our ongoing relationship with you.

WEBSITES

We may also collect information about visits to our websites for marketing and statistical purposes to improve the way we interact with you. We may use cookies or other similar technology for these purposes.

LEGAL PURPOSES

We may be required to collect personal information under the *Telecommunications Act 1997* (Cth) and laws or regulations made under it.

We may be required to collect information, relating to an individual or a communication to which an individual is a party, under the data retention provisions of the *Telecommunications (interception and Access) Act 1979 (Cth)*.

Sharing Information

Netbright may need to share your personal information to external organisations or agencies to provide services and comply with the law. Reasons for sharing your personal information include:

- To operate our business and provide products and support to you through the use of Third-Party Suppliers.
- For the purpose of collecting debts if you fail to make payments under the relevant service terms and conditions.
- To enable us to engage professional advisors, such as accountants, insurers, auditors and lawyers.
- For the purpose of operating billing, accounting or payment services via application service providers.
- To facilitate a complaint or legal issue, to an authorised representative or contact person in the manner you have agreed to.
- As legally required, to send a Public Number Customer Data records to the Integrated Public Number Database operator, or an agent.
- When we are required or specifically permitted by law to do so, to a duly authorised government, regulatory authority or agency.
- If we are compelled, or required, to law enforcement agencies concerning the enforcement of criminal and other laws.

Managing Your Information

We keep customer information on controlled systems, which are secure against unauthorised access. Proof of identity is always required before personal information is disclosed to any person, including the specific customer.

We take particular care with credit card information. We require our payment gateway services to be compliant with the Payment Card Industry Data Security Standards (PCI DSS), and certified as a PCI Level 1 Service Provider.

Making a Privacy Complaint

You may contact us at any time if you have any questions or concerns about this Privacy Policy or about the way in which your personal information has been handled.

You can make a complaint in the following ways.

- Email feedback@netbright.com.au including as much detail as possible.
- Fill out the web form at www.netbright.com.au/feedback.
- Telephone 1800 358 368 and select Option 2 to speak to the Service Desk.
- Via post to PO Box 3144 Red Hill, Queensland 4701.

In most cases, we will investigate and respond to a complaint within 30 days of receipt of the complaint. If the matter is more complex or our investigation may take longer, we will let you know.

If you are not satisfied with our response to your complaint, or you consider that Netbright may have breached the Australian Privacy Principles or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner, who can be contacted by telephone on 1300 363 992 or by using the contact details on the website www.oaic.gov.au.

Changes to Our Policy

We may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit our website regularly to keep up to date with any changes.