



PRIVACY STATEMENT

innoTel recognises that your Privacy matters and we are committed to protecting your personal information. We will always be truthful and upfront in our handling of this information. This statement has been issued by innoTel, effective as of the 9th of March 2016. From time to time this statement may be updated, if so you will find the most recent version on our website (innoTel.com.au) and it will still apply to all your information held by us at that time.

Why we collection personal information

In order to provide you with the best range of innoTel products and services we need to collect and store your personal information. We will also use this information to bill you accurately and to constantly update our offers to suit your needs. More specifically we need to use your personal information so we can run our business efficiently and safely and on a day to day basis; the following are examples, to:

- Verify your identity for security purposes.
- Carry out checks for credit worthiness or fraud.
- Assess whether you are eligible for our services.
- Manage your services, including billing account management and collecting debts.
- Deal with your enquiries and provide customer support.
- Provide you with information about our services, products and special offers (marketing those products to you unless you have requested us not to do).
- Business planning.
- Marketing and development.

Types of information we collect

innoTel collects personal information to identify you, such as:

- Name
- Address
- Date of birth
- Gender
- Occupation
- Location
- Contact details
- Additional details for the security of your account
- Financial information
- Information about how/where you purchase your products.
- Usernames and passwords
- Business details
- Bank details for direct debit purposes
- Credit card details for direct debit purposes



How we collect the information

Collecting your personal information is all done through a few different channels:

- Via email
- Via phone
- Via our website (www.innotel.com.au)
- When you pay your bill or purchase products
- When you use our apps or self-service channels

We also may collect information from others such as your employer if you use our business products, or by your parent if you are under 18. We will always be upfront and honest about how we got your information and how we can handle it.

How we handle disclosure

We may need to share your personal information with third parties including organisations and contractors that help us with providing you the best customer service such as:

- Technicians for installation maintenance and repair services
- Mailing operations, billing and debt services
- Information technology and network services

We may also need to disclose your information:

- To your authorised representatives or advisers when you ask us to.
- To suppliers who can supply the services to you.
- To our wholesale and other customers through whom you may acquire products or services.
- To credit reporting bodies for credit related purposes such as credit-worthiness, credit rating, credit provisioning and financing,
- To fraud checking agencies to carry out checks.
- To the manager of the Integrated Public Number Database (IPND), and other organisations as required or authorised by law.
- To law enforcement and national security agencies and other government or regulatory authorities as required or authorised by law.

In some circumstances we may need to disclose information to organisations outside Australia but we ensure these companies take your security as seriously as we do.

Holding your information

All of our customer's personal information is controlled in highly secure and controlled systems which are accessed only by authorised users. Proof of identity is always required in order to prohibit unauthorised disclosures. We may store your information in hard copy or electronic format in secure storage facilities that are owned and operated by our service providers.

How to access and update your personal information

If you need to manage your personal information it can be accessed through your personal account on our website innotel.com.au or by contacting us on 1300 7360 48. Customers can always request to opt out of certain communications. You may also use these details to notify us or any privacy concerns you may have or if you think that we have failed to comply with the Australian Privacy Principles (APP).