

Privacy and Credit Reporting Policy

Scope This document applies to personal information collected by NetBlue Services Pty Ltd (ACN 632 291 831).

Definitions **NetBlue**— refers to NetBlue Services

Customer— the current account holder for a residential, small business, or enterprise service supplied by NetBlue.

Personal Information— any information or document referred to in section 276(1) of the Telecommunications Act and any personal information within the meaning given in section 6 of the Privacy Act.

Service— the service requested by you in your application and as described in it and any other documents forming the agreement, including any related goods and ancillary services provided to you by us in connection with that service.

You— the account holder and anyone using the service.

Personal Information We usually collect personal information directly from you or from our record of how you have used our services. Sometimes we collect personal information from a third party if you have consented or would reasonably expect us to collect the information in this way, for example from publicly available sources such as websites or telephone directories, or from NBN Co.

We do not collect personal information about you if you only browse this website. If you choose to use one of our tools such as the address checkers, or apply for a service using this website, your personal information will be collected and stored in our customer management systems for direct marketing purposes.

What kind of personal information do we collect?

For customers, we collect:

- contact information such as a name, email address, mailing address and phone number
- demographic information such as age and gender
- billing and payment information
- preferences such as the way you wish to be contacted
- a fault history for your service

For people who are not customers, we collect:

- contact information such as a name, email address, mailing address and phone number
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How we use personal information

For customers, we use your personal information for:

- providing you with the service you have requested (e.g., to fill an order, organise an appointment, send an invoice etc)
- sending you newsletters or marketing communications
- conducting research and analysis
- complying with applicable laws, codes and standards
- assisting law enforcement agencies and emergency services

For people who are not customers, we use your personal information for:

- marketing communications such as emails or a phone call from our call centre.
- other marketing communications via third party marketing platforms.

You have the right to opt-out of receiving marketing communications from us at any time.

We analyse non-identifiable website traffic data to improve our services.

Information sharing

We may need to share your personal information with third parties that we have contracted to assist in supply or improvement of services, such as to install, maintain and manage your service, to fix a technical fault, to track your hardware delivery, or for a customer research project. Other than these instances, we do not give information about you to anyone else unless:

- you have consented
- you would expect us to or we have told you we will
- it is required or authorised by law
- it will prevent or lessen a serious and imminent threat to somebody's life or health or
- the disclosure is reasonably necessary for law enforcement or for the protection of public safety

We use third party service providers that are located overseas and your personal information may therefore be disclosed to one of these overseas service providers. We use service providers located in the United States and Singapore, which are subject to the respective laws of the United States and Singapore about the protection of personal information.

Information security

When we collect personal information directly from you, we follow industry standards to protect information submitted to us both while in transit and once we receive it. It is stored in our controlled customer management system, and our staff who are able to access this system receive training in privacy requirements.

No method of transmission over the internet, or method of electronic storage, is 100% secure and we cannot guarantee absolute security. If you have any questions about security on information, please contact us at support@netblue.net.au.

Your Choices

If you use our online MyTools account management portal, you will be able to view and modify your personal information. You may also access personal information that we hold about you or you can ask us to correct personal information we hold about you by phoning NetBlue Services on 08 6230 2222.

You cannot opt out of receiving operational emails (outages, invoices or Covid-19 updates). However, you can set outage SMS notification times in your MyTools portal to either receive these notifications 24/7 or just between 9am and 9pm.

You may choose to stop receiving non-operational emails (newsletter or marketing) by following the unsubscribe instructions included in these emails, and you may choose to stop receiving calls from our call centre by advising one of our staff on 08 6230 2222. Alternatively, you can contact us at support@netblue.net.au.

**Other
Important
Information**

Our company is bound by the Australian Privacy Principles in the Privacy Act 1988.

This privacy policy was last updated in February 2021.

**Credit
Reporting**

We may collect information about you from and disclose your personal information to credit reporting bodies in connection with your application for products or services, or other dealings with us. Those credit reporting bodies may then include that information in reports that they provide to other credit providers to assist in assessing your credit worthiness. For example, if you fail to meet your payment obligations to us, or if you commit a serious credit infringement in relation to credit for our products or services, we may be entitled to disclose this information to credit reporting bodies. We may collect information about your credit worthiness or to establish your eligibility for consumer credit from a credit reporting body.

We hold credit and credit eligibility information in the same manner that we hold personal information.

The credit and credit eligibility information collected, held or disclosed can include:

- information about your identity
- information requests to credit reporting bodies
- credit applications and arrangements
- details about default listings, overdue payments or serious credit infringements and subsequent payments or arrangements
- bankruptcy or credit related court proceedings and other publicly available information
- credit scores, risk assessments and credit worthiness

We may use or disclose information about your credit to:

- process applications and manage credit
- develop our credit rating systems
- assist you to avoid default and to assess or manage a financial hardship application
- collect debts from you
- deal with serious credit infringements
- deal with complaints
- deal with regulatory matters and when required or authorised by law
- assign debts
- adhere to our credit reporting obligations

You have a right to request credit reporting bodies to not use credit reporting information about you for pre-screening of direct marketing by a credit provider. You can also request credit reporting bodies to not use or disclose credit reporting information about you if you have reason to believe you are a victim of fraud.

The credit reporting body that we use is:

Equifax Australian Group Pty Ltd

Telephone: 138332

Address: Equifax Australian Group Pty Ltd

PO Box 964 North Sydney NSW 2059

Email: Membership.query@veda.com.au

Website: www.mycreditfile.com.au/

A credit reporting body is required to have a policy which explains how they will manage your credit-related personal information. You can view the policy credit at the link above.

How to contact us, obtain further information or make a complaint

For further information, a hardcopy of our privacy and credit reporting policy, a copy of the credit eligibility information that we hold about you, or to seek correction of credit information, you may contact us at support@netblue.net.au alternatively you can write to us at: Privacy NetBlue Services Pty Ltd PO Box 586 Balcatta, WA. 6914 If you wish to lodge a complaint about our privacy practices, please visit this page for more information on our complaints handling process and to lodge a complaint. You may also be able to make a complaint to the Telecommunications Industry Ombudsman or the Australian Information Commissioner.
