

Policy Purpose

Blisstel Communications is committed to protecting the privacy and rights of individuals we deal with in relation to their personal information. This includes current customers, prospective customers, our employees and contractors and the information they collect that deals with personal information.

We respect your rights to privacy under the Privacy Act 1988 (Cth) (Act) and we comply with all of the Act's requirements in respect of the collection, use, management, disclosure, quality, security, access and correction of your personal information.

Personal Information is information that can identify you. This may include your name, address, telephone number, email address, or account number. Information will be considered personal information if the information we collect personally identifies you, or you are reasonably identifiable from it.

What information might we collect about you?

We may collect the following types of personal information:

name; mailing or street address; email address and telephone; birth date; details of the products you have purchased from us as well as other information necessary to supply those products; any additional information relating to you that you provide to us through our representatives or otherwise; and information you provide to us through visits by our representatives from time to time.

Personal information we collect and hold is done so by us as a service provider.

What do we do when collecting your information?

Personal information is only collected in accordance with the Act. We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect it in ways including:

- through you using our website;
- through calling you on the telephone
- in the course of conversations between you and our employees and contractors;
- in the course of correspondence between you and our representatives, including electronic
- correspondence; or
- when you complete a contract.

If you don't provide your information, what does that mean?

If you don't provide us personal information as mentioned in this document:

- we might not be able to supply the products to you; or we may not be able to provide you with accurate information about the products, including information about specific discounts, or promotions; or
- if you are a contractor to us, you may not be able to provide your services to us.

What do we do with your personal information?

We collect personal information so that we can perform our day to day activities and business activities and to offer to you our products and services. We collect, hold, use and disclose your personal information for the following purposes:

- to offer products and services to you and to communicate with you;
- to answer your questions and to provide any advice;
- to run our business operations including providing personal information to our clients, contractors, service providers or other third parties;
- to keep our records and your details up to date;
- to be able to deal with any communication or complaint made;
- to be able to respond to any lawful request for data by appropriate bodies.
- for other purposes related to those described above which would be reasonably expected by you.

Who can we give your information to?

We can provide your information to:

Our workers, clients, contractors or service providers so we can operate our business, to meet requirements of your custom, and to otherwise deliver our products and services to you including, without limitation, electronic network administrators, suppliers, clients and other third parties with whom we have commercial relationships, for business, marketing, and related purposes; and any organisation for any authorised purpose with your express consent.

Marketing to you

We may direct market to you through communications including telephone, email, and other various methods that we think you might be interested in. You may opt-out of receiving marketing communications from us at any time by contacting us using the details below or by using opt-out methods in any of the communications we send you.

Other than related entities, we do not sell or give your information to any other parties whose purpose is to direct market.

How you can request and ask for your information to be changed or updated?

You can ask for access to your personal information that we have by getting in touch with us using the contacts below. When providing this information we will liaise with you to find a suitable method of providing this data.

If there are reasons why we cannot provide your personal information on account of it interfering with the privacy of another or resulting in confidentiality breaches, we will provide reasons for this to you.

If you contact us to update, change, or add to any incorrect personal information we will make these changes for you where applicable.

What if you have a complaint?

Please get in touch with us at the details below. We will investigate as fully as we can, check data, facts, and get in touch with you with regards to the facts of the issue, the scope of the investigation, and the causes for any issue. Where relevant we will also provide information about fixing the issue, and how to rectify the situation.

A request for access to the personal information held by Blisstel Communications concerning an individual can be made by that individual to Blisstel Communications' Privacy Officer on the numbers or address mentioned at the end of this document.

Protection

We have processes and training in place to make sure your personal information is secure and guarded from misuse and loss, or from access by unauthorised personnel. Your information may be stored electronically or in hard copy. Once information is no longer required it is destroyed.

With regard to our online website, we cannot guarantee that transmission of information online is secure due to the internet being intrinsically at risk. Information you supply over the internet may be intercepted during transmission and as such will be considered transmitted at your own risk.

Getting in touch with us

To get in touch with us please use the contact link on our website or contact our Privacy Officer using the details set out below.

All requests are treated confidentially. We will contact you within a reasonable time after receipt of your communication. Our commitment is to reply and resolve all communication in an appropriate timeframe.

Attention: Privacy Officer

Blisstel Communications Pty Ltd

PO Box 23022

Docklands Vic 8012

Phone: 1300 254 777 Fax: (03) 9320 8401

E-mail: customerservice@blisstel.com.au