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## Page:     Freeview AU on the App Store

Redesigned from the ground up the new & improved Freeview App is the perfect companion to your TV viewing experience. Whether you're out & about, on the go, sitting by the pool or looking for something to watch tonight on the commute home from work, Freeview has you covered. With Freeview you can watch, search & discover unmissable TV from channels ABC, SBS, 7, 9 & 10. Freeview lets you quickly and easily search all the incredible content that's available Live & ON Demand over 30+ Channels. All in one place.

All for FREE! The best Australian & international Drama, Comedy, Sport, Reality, Documentaries, Children's entertainment & more are waiting & ready for you to enjoy. Whether it's a Saturday night movie, mid-week reality catchup or a rainy-day series binge! Freeview is the best & most reliable place to start your search. Within the app you can:

- View live & up to date TV Guides across Australia
- Instantly see what's on TV right now
- Plan your TV with 7 days in advance TV guides or go back up to 24 hours
- Save your favourite shows & content to jump back in anytime
- Set reminders at a time that suits you, so you never miss a thing
- Search all the TV shows, movies & sporting events & specials available from Australia's free-to-air networks
- Quickly find & refine things you want to watch using search genres
- Quickly & easily change your location when you're away from home

We're always working on ways to make your viewing experience the best it can be, so if you have any feedback or issues with the app contact us at [freeview.com.au/support](http://freeview.com.au/support) and we'll jump on it. Your input & suggestions are always welcome & appreciated. To get the most out of your viewing experience make sure you have active accounts with ABC iView, SBS OnDemand, 7Plus, 9NOW & 10 Play. To find out more visit [freeview.com.au/get-freeview](http://freeview.com.au/get-freeview)

Version 2.0.7

Improvements: Resolved an issue where the TV Guide would reset after midnight. Fixed a bug that caused the app to become stuck on the "Please Wait" alert.

2.5K Ratings

I used to love the TV guide part of the app. Since the latest update it has become far harder to use on a mobile, almost to the point where it is useless. I have to scroll left, right, up and down way too much to get an

overview of what is on at any particular time. Also, give us an option to filter out channels from the guide that we will never watch so we can see the channels we watch regularly rather than have to excessively scroll up and down.

Really? Really? We now live in the days that has amazing technology and still seems to me that no one is using it properly. This app focuses on users to watch on mobile to save data. Not for streaming at home with unlimited nbn because Chromecasting to a big tv or projector option is there but video quality is poor. Also most frustrating is, there's no closed captions option at all. Come on!!! Every app developers seems to always forget that there are more than 2 million hard of hearing and deaf people in Australia whom need closed captions. Great for watching live tv on the move using a small mobile screen. Will be awesome if it had closed captions just like every TV. Needs lots of improvements and settings such as closed captions and higher video quality options for home streaming using unlimited nbn. If it had those options then will be cool and awesome to setup a projector in our backyards using chromecast device and this app to watch live football along with deaf friends without setting up a digital tv receiver and fiddling around with antenna cables. I bet many other hearing people will like the idea of watching footy in their backyards that only need 4 things. Projector, screen, chromecast device and Freeview FV app. Come on developers, think a bit harder please. Thanks :-)

I really like the ch selector line down the screen . It's a great way to see clearly what's on and when . I only watch abc, sbs or NITV . I cannot stand commercial drivel . Reality tv is cheap manipulated nasty childish rubbish. The news and current affairs programs are in the same basket I want facts not sensationalised chosen pieces manipulated by a biased owner .You have a program guide but I can't see previous programs so i can't see what I've missed . When I look at catch up there are too many programs to go thru to find what I've missed. Being able to see the previous weeks programs would help me to prioritise what I'm going to watch. I'd also like to choose in the app what channels I want . I don't have a lot of time for tv viewing , when I do I want to find my prog fast as opposed to going thru all the channels and all the programs. I never try to stream to my tv via ph or iPad. My iPad is my go to gadget for streaming . The

dropouts during streaming are so common that viewing is a complete and utter waste of time . I refuse to pay Murdoch or any other for what was once free ! I can entertain and amuse my self without the need to feed another insecure billionaire

The developer, Freeview Australia Limited, indicated that the app's privacy practices may include handling of data as described below. For more information, see the developer's privacy policy.

The following data may be collected but it is not linked to your identity:

Privacy practices may vary, for example, based on the features you use or your age. [Learn More](#)  
English

TV Guide Australia: AusTV

10 play

ABC iView: TV & Movies

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[Find Out More](#)

What is Freeview?

Freeview is an always-on application that is on your TV when you turn it on, you can access Freeview via your TV remote when viewing LIVE TV and enables you to watch, search & discover content from all of Australia's favourite TV channels all in the one place. Freeview also includes access to an interactive TV guide that is always up to date and you can use to help plan your viewing today, tonight, this week or even go back the day before to catch up on something you missed or heard about via On Demand streams. When you're out & about or on the go you can also download the Freeview mobile app so you never miss a show again.

To start watching & enjoying the incredible variety of FREE Live & On Demand content available via Freeview on your TV, all you need is a Freeview certified TV, an aerial and an active broadband connection... Then you're all set to go! Our Always-On mini guide will automatically load on your TV when you turn it on and is waiting for you to start enjoying everything on offer from over 30+ channels. To get the most out of your Freeview experience, free active accounts with iView, SBS On Demand, 7plus, 9 Now & 10 play are advised.

[Find Out More](#)

Freeview delivers you the best TV from all of Australia's free-to-air TV channels ABC, SBS, 7, 9 & 10 directly to your TV when connected to an aerial & the internet. Our always-on mini guide lets you watch your favourite shows, search & discover new programs or plan your viewing using your TV remote. You can also download our new Freeview App for Apple & Android mobile devices and unlock even more ways to watch

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& plan your viewing. Looking for something on TV... Freeview makes it easy.

30+

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ABC, SBS, 7, 9 & 10

50,000+

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## **Page: Privacy Notice**

This Privacy Policy describes the types of personal information Freeview Australia Limited (ABN 72 130 448 510) (us, we, our and other similar expressions) collects through the use of our website [www.freeview.com.au](http://www.freeview.com.au) and our other services, including our mobile apps (iOS and Android) and connected TV (HbbTV) products (Services), and how this personal information is used. We are committed to protecting the privacy of individuals who use the Services. By using the Services, you accept the terms of this Privacy Policy.

### **1. Collecting personal information**

In this Privacy Policy, personal information has the same meaning as in the Privacy Act 1988 (Cth) (Privacy Act). Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable, whether or not the information is true or recorded in a material form.

In order to provide our customers with our products and services, we may collect and use personal information about you and others. If we are not provided with all the personal information we request, we may not be able to supply our products and services.

We do not collect any personal information from individuals who use the Services unless you subscribe to our newsletter or submit an enquiry through our Support page. If you subscribe to our newsletter, we will collect your email address when you subscribe. If you submit an enquiry through our Support page, we will collect your name and email address and, if you choose to provide any other personal information in that enquiry, we will also collect that personal information.

### **2. Use of personal information**

We use the personal information you provide to:

- revise and enhance our service;
- fulfil your requests and respond to your queries and complaints;
- contact you about changes to our services;
- send news, information about our activities and general promotional material which we believe may be

useful to you;

- monitor who is accessing our website or using our services;
- seek your opinion or comments about our products and services;
- carry out our management, administrative quality assurance and complaint handling activities in a professional and efficient manner;
- develop and implement initiatives to improve our products and services; and
- report to our stakeholders and other interested parties as to Freeview performance.

As noted above, we may use personal information to advise the individual concerned of new products and marketing initiatives that we think may be of interest to them. This may include product and service offerings, newsletters and general information about us. Those who prefer not to receive information about our products and services can either:

- ask to be removed from the relevant circulation list by contacting us, using the contact details listed below; or
- follow the unsubscribe link in any relevant electronic communication.

We never disclose personal information to a third party for the purpose of allowing them to direct market their products or service on an individual, unless individuals have expressly consented to that disclosure.

If you use our Freeview service, we may also collect your IP address and postcode, although this information is collected on an anonymous basis – which means we do not match that information with personal information we may hold about you and we are not able to identify you from your IP address and postcode.

### 3. Disclosure of personal information

We will not use or disclose personal information unless:

- the individual concerned has consented to the use and disclosure;
- the third party is our service provider or contractor, in which case we will require them to use and disclose the personal information only for the purpose for which it was provided to them;
- the third party is a person involved in a dealing or proposed dealing (including a sale) of all or part of our

assets and business;

- the disclosure is to a related body corporate; or
- the disclosure is permitted, required or authorised by or under law.

We will not disclose your personal information to overseas recipients.

#### 4. Accuracy of personal information

We take all reasonable steps to ensure that your personal information held by us is accurate, up-to-date, complete, relevant and not misleading. If you believe that any of your personal information that we hold is not accurate or up-to-date, please contact us (see below) and we will take all reasonable steps to correct it within a reasonable time.

#### 5. Storage, security and destruction of personal information

We will use all reasonable endeavours to hold your personal information in a secure digital environment. Our security measures are designed to ensure your personal information is not subject to unauthorised access, loss or misuse. However, this security cannot be guaranteed.

Any personal information you provide to us is stored on secure servers. Access to personal information is limited to those of our personnel who specifically need it to carry out their business responsibilities. We also maintain physical security procedures to manage and protect the use and storage of records containing personal information.

If we no longer need your personal information, unless we are required under Australian law or by a court or tribunal order to retain it, we will take reasonable steps to destroy or de-identify that personal information.

#### 6. Third party website

Our website links directly to websites operated by third parties, including the websites of a number of free to air broadcasters (Linked Sites). The Linked Sites are not operated by us. We encourage you to always read the privacy policy of any Linked Site on using that Linked Site. We are not responsible for the content or practices of the Linked Sites nor their privacy policies regarding the collection, storage, use and disclosure of your personal information.

## **7. Other types of information collected**

When you visit our website, we may collect information by using cookies or similar electronic tools. Cookies and similar tools are used, for example, to retain location information in order to make your experience more convenient and personal. This information is collected on an anonymous basis. This means we do not match this information with any other personal information about you and we are not able to identify you personally from this information. This information is therefore not your personal information. We do not use cookies or similar tools to track your internet activity before or after you leave our website. No other business has access to information collected through our cookies or similar tools.

We may also allow third parties to set and access their cookies while you are using our website. The way third parties use their cookies is subject to their own privacy policies.

If you submit an enquiry through our Support page, we may collect your web browser version details on an anonymous basis. If you use our Services, we may also collect the IP address of your device, your location data and your postcode, which is also collected on an anonymous basis. This means we do not match any of this information with any other personal information about you and we are not able to identify you personally from this information. This information is therefore not your personal information.

If you use our Services on a smart TV or a personal video recorder or through a set-top box your viewing data will be delivered to the Australian TV ratings measurement company, OzTAM Pty Ltd (OzTAM). We may also receive this information. This information is not personal information as you are not able to be personally identified from this information. OzTAM is the official source of television audience measurement covering Australia's five mainland metropolitan markets. You can access the OzTAM website and its privacy policy here: <https://oztam.com.au/>.

As the information we collect which is referred to in this section 7 is not personal information, the other provisions of this Privacy Policy do not apply to our collection or use of this information.

## **8. Access**

If at any time you want to know what personal information we hold about you, you are welcome to request



access to that information by contacting us, using the details listed below. However, where:

- the access impacts on the privacy of others;
- the request for access is frivolous or vexatious;
- there are existing or anticipated legal proceedings; or
- such access can be denied under law or by a law enforcement agency,

we may deny your request for access.

If we deny your request for access, we will let you know why. We may also charge a fee to cover the reasonable costs we incur in processing your request.

## 9. Quality & correction

At all times we strive to ensure that the information we hold about you is accurate, complete and up-to-date. If at any time you believe the personal information that we hold about you is incorrect, incomplete or inaccurate, you should let us know. We will use all reasonable efforts to correct the information.

## 10. Changes to this Privacy Policy

We may change this Privacy Policy from time to time and the latest version will always be available on our website. You should check our website on a regular basis so that you are aware of any changes to this Privacy Policy. You will be deemed to have consented to such changes by your continued use of the Services following such changes being made.

## 11. Questions or complaints

If you have any questions about this Privacy Policy or a complaint about how we have dealt with your personal information, please contact us using the form available here: <https://www.freeview.com.au/support>.

We will respond to all questions and complaints promptly. If you have a complaint about how we have dealt with your personal information and you do not consider that we have adequately responded to that complaint you may contact the Office of the Australian Information Commissioner (website: <https://www.oaic.gov.au/>).

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Quick access to On Demand TV programs from ABC iView, SBS On Demand, 7plus, 9Now & 10play all in the one place on your TV using your remote control or on the go using the Freeview app. To get the most out of your Freeview experience, free active accounts to iView, SBS On Demand, 7plus, 9 Now & 10 play are advised.

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Looking for a specific show or movie? Freeview makes it easy to find your favourite programs and discover new ones all in one place. Search using your TV remote or mobile app on Freeview gives you access to the entire content libraries across all Australian free to air channels ABC, SBS, 7, 9 & 10.

Keep all your favourites in one place to jump back in or find latest episodes quicker using our iOS or Android mobile app.

If there's a program you don't want to miss, simply set a reminder using our iOS or Android mobile apps and we'll let you know when your program is about to start.

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Simply use your remote control to access the always-on Freeview mini guide via the "Live TV" tile on your TV and enjoy everything on offer, for FREE. The manufacturers listed below have a wide range of products available that have been tested and approved by Freeview since 2014 to ensure that they deliver a high quality & reliable service and provide the best possible viewing experience for the incredible array of Live & On Demand content from channels like ABC, SBS, 7, 9 & 10. To get the most out of your Freeview experience and enjoy access to the On Demand content, make sure you have active accounts set up for the following free apps: ABC iView SBS On Demand 7plus 9Now 10 Play

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## **Page: Site Terms of Use**

### Terms of Use

#### What is Freeview®

1. The Freeview® service (Freeview®) is provided by Freeview Australia Limited ABN 72 130 448 510 (we, us, our and other similar expressions).
2. Freeview® consists of:
  - (a) the Freeview Plus® electronic program guide as well as additional smart features, software applications and services available through supported TVs or set top boxes (Freeview Plus®); and
  - (b) Freeview FV®, which is our mobile app version of Freeview Plus®, available through supported mobile devices (Freeview FV®).
3. Freeview® also provides a portal through which you can access third party services, including various free-to-air television ‘catch-up’ services, from a single location (Third Party Services).
4. Freeview® is made available to users (you, your and other similar expressions) on the following terms and conditions which govern your access to, and use of, the services.

#### Accepting the terms

5. By accessing and using Freeview® you agree to be bound by the most current version of these Terms of Use published on Freeview® and our website, located at [www.freeview.com.au](http://www.freeview.com.au). We may update these Terms of Use from time to time, effective on publication, and you agree to periodically check Terms of Use published on Freeview® and our website to ensure you understand the requirements of the current version of the Terms of Use.

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- (ii) by means of any software which has not been authorised by us in connection with a device referred to in clause 8(f)(i).
- (g) do or permit any further activity which we notify you is forbidden.

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#### Third Party Services

10. Each of the Freeview® services provide a single portal through which you can access various Third Party Services. The Third Party Services include the following free-to-air television 'catch-up' services:

11. All rights, including intellectual property rights, in the Third Party Services are owned by the respective third party service providers or their licensors. Each Third Party Service is subject to its own terms and conditions of use, and by accessing and using a Third Party Service you agree that you have read and accept the terms and conditions that apply to that Third Party Service.

12. The availability of each Third Party Service is at the sole discretion of the third party service provider who provides that Third Party Service. We are not responsible for, and make no guarantee as to the availability of, the Third Party Services.

#### Protection

13. You must make your own precautions to ensure that the process which you use for accessing Freeview® does not expose you or your equipment to the risk of viruses, malicious computer code or other forms of interference which may damage your equipment.

14. We are not liable for any interference or damage to your equipment which arises in connection with your use of Freeview®.

#### Service availability

15. While we intend to use reasonable endeavours to make Freeview® available for your use on a '24 hours a day, seven days a week' basis, you expressly acknowledge that service continuity is not assured and that Freeview® is provided on an 'as is' and 'as available' basis. In particular, you agree that on occasions, part or all of Freeview® may be unavailable or have limited availability including:

- (h) to permit routine or emergency maintenance, upgrades, or other development activity to part or all of its services;
- (i) due to technical malfunctions of your equipment or infrastructure (eg. telecommunications connectivity, network congestion or delays); or
- (j) due to other events beyond our control.

16. In the case of technical problems which adversely affect your use of Freeview®, you must make all reasonable efforts to investigate and diagnose problems before contacting us. If you still need technical help, you should notify us promptly by email to [support@freeview.com.au](mailto:support@freeview.com.au).

#### Modifying, suspending and terminating Freeview®

17. We may add or remove functionality or features from Freeview®, and we may suspend or stop providing part or all of Freeview® altogether at any time. For example, we may temporarily limit or suspend



the availability of all or part of Freeview® if it is necessary for reasons of public safety, security or maintenance of Freeview®, interoperability of services, data protection or to perform work that is necessary for operational or technical reasons. If we stop providing Freeview® altogether we will give you reasonable notice.

18. You can stop using Freeview® at any time.

#### Expenses and equipment

19. While Freeview® is made available by us for free, you will need:

- (a) a broadband internet connection to access and use Freeview Plus®; and
- (b) a broadband internet connection or mobile broadband connection to access and use Freeview FV®.

20. Freeview® is a metered service, which means the access and use of Freeview® will count towards the data limit of your broadband plan or plans.

21. You are solely responsible for all expenses incurred in accessing Freeview®, including maintaining a broadband internet connection, and for the provision and maintenance of all necessary equipment.

22. We are not responsible for any compatibility issues which you may have between your equipment and Freeview®.

#### Confidential information

23. If you receive (or have received) any information about our business affairs or our technology or the processes used or implemented by us, you must keep that information confidential and may only use or disclose it:

- (a) for the purpose of meeting your obligations or exercising your rights under these Terms of Use; or
- (b) as required by law or in connection with legal proceedings.

The provisions of this clause continue after you stop using Freeview® or termination of these Terms of Use.

#### Privacy

24. In order to provide you with certain products and services, including responding to your feedback and queries, we may collect and use personal information about you and others. Further information about our

collection, storage, use and disclosure of personal information can be found in our Privacy Policy, located at Privacy Policy.

25. We may also collect, store, use and disclose other information relating to your use of Freeview® on an anonymous basis. For example, we may collect your postcode and IP address to enable us to provide you with the appropriate electronic program guide for your region.

#### Limitation of liability

26. Terms, conditions, warranties and guarantees implied by law, including the Australian Consumer Law, that cannot be executed, restricted or modified apply to these Terms of Use to the extent required by that law.

27. We exclude all terms, conditions, warranties and guarantees which would otherwise be implied concerning the activities covered by these Terms of Use.

28. To the extent permitted by law, our total liability to you for loss or damage of any kind, however caused, whether in contract, tort (including negligence), under statute or otherwise, arising from or related to your access and use of Freeview® is limited to:

- (a) re-supply of Freeview®; or
- (b) payment of the cost of re-supply of Freeview®.

29. You do not rely on any representation, warranty or other provision made by us, or on our behalf, which is not expressly stated in these Terms of Use. In particular, we make no warranty or representation that Freeview® will always be available, accessible, secure, operate without error, or that Freeview® will meet your requirements.

30. We will have no liability to you if we modify, suspend or terminate your access to and use of Freeview® under clause 17.

#### General

31. These Terms of Use constitute the entire understanding between you and us and supersedes all previous and contemporaneous communications, representations, or agreements with respect to your access

and use of Freeview®.

32. If any provision of these Terms of Use is held to be unenforceable by a court of competent jurisdiction, the remainder of these Terms of Use will continue in full force and effect.

33. If we elect not to exercise or enforce any right, power, or privilege under these Terms of Use, this does not prevent us from later seeking to exercise or enforce that right, power or privilege.

34. You must not assign, sub-license or otherwise transfer any of your rights and obligations under these Terms of Use to any other person.

35. Each party must do everything reasonably required by the other to give full effect to these Terms of Use.

36. These Terms of Use are governed by the laws of New South Wales. You agree to submit to the jurisdiction of the courts in New South Wales.

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