

IntraPower Terrestrial Pty Ltd

Customer Terms & Conditions

Privacy Policy

IntraPower Terrestrial Pty Ltd: Privacy Policy

1. IntraPower's Privacy Policy

- a. We are committed to providing you with the highest levels of customer service. This includes protecting your privacy. IntraPower's policy is to comply with all relevant legislation and with Australia's "National Privacy Principles".

2. How we use your personal information

We will only collect information that is necessary for what we do. Your personal information may be used to:

- a. verify your identity;
- b. assist you to subscribe to our services;
- c. provide the services you require;
- d. administer and manage those services, including charging, billing and collecting debts;
- e. inform you of ways the services provided to you could be improved;
- f. conduct appropriate checks for credit-worthiness and for fraud;
- g. research and develop our services;
- h. gain an understanding of your information and communication needs in order for us to provide you with a better service; and
- i. maintain and develop our business systems and infrastructure, including testing and upgrading of these systems.
- j. Also, your personal information is collected so that we and our marketing partners can promote services to you by way of direct mail, telemarketing, email, and text messages. This is to keep you informed of products, services and special offers. If you do not want to receive these promotions please call 1300 136 741.

3. How we collect personal information

- a. We are fair in the way we collect information about you. We collect personal information in a number of ways, including:
 - I. directly from you, for example, when you provide information by phone, in application forms or other agreements, or when you submit your personal details through our web sites (e.g. during intrapower.com registration);
 - II. from third parties such as our related companies, credit reporting agencies or your representatives;
 - III. from publicly available sources of information;
 - IV. from the organisations identified under 'When we disclose your personal information';
 - V. from our own records of how you use your IntraPower services;
 - VI. when you visit our web sites - our site's registration form may invite you to provide contact information (such as your name and e-mail address) and demographic information (postcode and age); or
 - VII. when legally required to do so.
- b. IntraPower is concerned about your privacy and is committed to protecting any personal information visitors may provide while visiting our Web site. Personal information can be collected from you on the Web site in the following ways:
- c. We may use customer contact information from the registration form to send you information about IntraPower's products and services.

4. When we disclose your personal information

- a. We will only use or disclose information about you in ways that are consistent with your expectations or are required in the public interest. In order to deliver the services you require, we may disclose your personal information to organisations outside of IntraPower. Your personal information is disclosed to these organisations only in relation to us providing our services to you. These organisations carry out our:
 - I. customer enquiries;
 - II. mailing operations;
 - III. billing and debt-recovery functions;
 - IV. information technology services;
 - V. installation, maintenance and repair services;
 - VI. marketing, telemarketing and door-knocking services;
 - VII. market research; and
 - VIII. web site usage analysis.
- b. We take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.
 - I. In addition, we may disclose your personal information to:
 - II. your authorised representatives or your legal advisers when requested by you to do so;
 - III. credit-reporting and fraud-checking agencies;
 - IV. credit providers (for credit related purposes such as credit-worthiness, credit rating, credit provision and financing);
 - V. our dealers;
 - VI. our related companies;
 - VII. our professional advisers, including our accountants, auditors and lawyers;
 - VIII. other telecommunication and information service providers (for example, if you obtain services from other providers, we may need to disclose your personal information for billing purposes);
 - IX. the manager of the Integrated Public Number Database. For more information on the Integrated Public Number Database please see <http://www.intrapower.com.au/Privacy.html>; government and regulatory authorities and other organisations, as required or authorised by law; and
 - X. organisations who manage our business and corporate strategies, including those involved in a transfer/sale of all or part of our assets or business (including accounts and trade receivables) and those involved in managing our corporate risk and funding functions (e.g. securitisation).
- c. We will retain your personal information for the sole use of IntraPower and its related entities and not sell it or release it to any third party without your consent.
- d. We will be open with you about what kinds of personal information we hold and what we do with it. Personal information held by us may include your name, date of birth, current and previous addresses, telephone or mobile phone number, email address, bank account or credit card details, occupation, driver's licence number and your IntraPower PIN, username or password.
- e. We also hold details of your IntraPower services (including their status), as well as certain details about your personal interests.
- f. Wherever possible we will let you see the information we hold about you and correct it if it is wrong
- g. If we can (and you want to) we will deal with you anonymously

5. Accurate information

- a. We take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide. That's why we recommend that you let us know if there are any errors in your personal information, and keep us up-to-date with changes to your personal information such as your name or address.

IntraPower Terrestrial Pty Ltd: Privacy Policy

6. You can access your personal information

- a. You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. We reserve the right to charge you a fee for searching for and providing access to your information.

7. How to contact us

- b. If you have any questions in relation to privacy, please contact us on 1300 136 741 between 9.00am and 5.00pm EST, Monday to Friday, or you can write to our General Manager - Administration at Level 14, 167 Eagle Street, Brisbane, QLD 4000 or you can send an email to privacy@intrapower.com.au