

# **Ecomtel's Privacy Policy**

The Privacy Policy aims to ensure that Ecomtel customers' private information is collected appropriately and used only for the purpose it was collected. Ecomtel is bound by the Privacy Act to ensure that customer information is kept secure and not used for any purpose other than the reasons as follows:

## **The Type Of Information Ecomtel Records:**

- Names
- Addresses
- Phone number(s)
- Dates of Birth
- Drivers licence Numbers (Customer Identification)
- ABNs, ACNs and other business identifiers
- Account Names and Numbers and the information that makes it possible to obtain payments (Banking or/and credit card details)
- Email Addresses
- Passwords, PIN Numbers (including on-line billing password)
- PUK codes for mobile phones
- Account information such as usage, bills and payments.

If Ecomtel does not receive sufficient information supplied by the customer, then Ecomtel is unable to provide a service to the potential customer.

## **Ecomtel Obtains Information in relation to Customers From:**

- Ecomtel's Website Forms
- Various Forms Applying for different services
- Other Providers
- Credit Checks
- Information resources that are publicly available
- Ecomtel's agents (sales representatives)
- Telephone conversations with Customers and emails from Customers

## **Ecomtel Uses Customer Information:**

- To answer customer enquires
- To provide information to the customer on Ecomtel services
- To send bills
- To obtain payments where automatic payments are agreed
- To place orders for a customer's line (such as new line connection or relocation and adding products and features to an existing line).
- To investigate and pursue bad debt and possible fraud.

## **Ecomtel Supplies Information:**

- To Wholesalers in the process of provisioning and maintaining services.
- In the provision of directory services
- To debt recovery agencies when required
- To Industry Regulators
- When required to do so by law.

## **How Ecomtel Records Customer Information:**

Ecomtel keeps customer information on computer servers that are password protected. All of Ecomtel systems are placed in an area that is not available to the public and all servers are protected by firewalls. Information is split into highly secured information such as credit card numbers and low security information such as call detail and customer addresses. Only the low level security information is available online using password protected access; this access is through a secure web connection using Secure Sockets Layer (SSL), with support for 128 bit encryption.

## **Customer Access To Information:**

Customers may access information that Ecomtel have on file to ensure that it is accurate. If the customer's information is incorrect then it will be corrected and updated in the system. Customers cannot access any information that would undermine the privacy of others.

If an Ecomtel customer has access to on-line billing facilities to obtain information, it is the customers responsibility to keep their password safe. Through Ecomtel's online customer support system, customers may check at any time the low level security information held in our database.

## **People Acting On The Customers Behalf:**

Ecomtel may give information to people acting on the customers behalf once authorised to do so by the customer; verbal authorisation is acceptable for close family members but otherwise written authorisation is required. Family members who are able to give the full name and data of birth of the customer may make preliminary enquiries on behalf of the customer.

## **Dealing With Ecomtel Anonymously :**

When possible, Customers can make enquiries with Ecomtel anonymously.

## **Use Of Customer's Personal Information For Marketing Purposes:**

Ecomtel will never sell customer information to third parties for marketing purposes. In instances where Ecomtel would use customer information for marketing purposes, the customer would be given an option to "opt-out" of any marketing beforehand. Currently Ecomtel do not use any personal customer information for marketing reasons other than providing information to customers on Ecomtel's services. Ecomtel may use customer information in the form of company statistics and accounts where no information can be identified as relating to any one individual customer.

## **What Customers Can Do Concerning Privacy:**

If a customer has a concern about privacy, a letter or email should be sent to Ecomtel's privacy officer who will be pleased to discuss any of your concerns.

Privacy Officer  
Customer Service Manager  
Ecomtel Pty Ltd  
PO Box 387  
St Leonards NSW 1590

or

privacy@ecomtel.com.au