

## **Bell Networks Voice and Data Pty Ltd (“Bell Networks”) Privacy Statement**

### **Protecting Your Privacy**

Bell Networks is committed to providing you with the highest levels of customer service. This includes protecting your privacy. Bell Networks is bound by the Commonwealth Privacy Act 1988, which sets out a number of principles concerning the protection of your personal information.

Set out below is information that Bell Networks is required to communicate to its customers. Bell Networks recommends that you keep this information for future reference.

### **Bell Networks**

Bell Networks provides a range of telecommunication services, either through a particular division within Bell Networks or through one of its related companies.

### **Your personal information**

Personal information held by Bell Networks may include your name, date of birth, current and previous addresses, telephone/mobile phone number, email address, bank account or credit card details, occupation, driver's licence number and your Bell Networks PIN, username or password. Bell Networks also holds details of your Bell Networks services (including their status).

If you choose not to provide certain personal information (e.g. your date of birth), Bell Networks may not be able to provide you with the services you require, or the level of service on which Bell Networks prides itself.

Occasionally, you may need to provide personal information about other individuals to Bell Networks (e.g. about your authorised representatives). If so, Bell Networks relies on you to inform those individuals that you are providing their personal information to Bell Networks and to advise them that Bell Networks can be contacted for further information (see 'How to contact us' below).

### **How we collect personal information**

Bell Networks collects personal information in a number of ways, including:

- directly from you, when you provide information by phone or in application forms, or when you submit your personal details through Bell Networks's web sites;
- from third parties such as Bell Networks' related companies, credit reporting agencies or your representatives;
- from publicly available sources of information;
- from the organisations identified below under 'When Bell Networks discloses your personal information';
- from Bell Networks's own records of how you use your Bell Networks services; or
- when legally required to do so.

### **How we use your personal information**

Your personal information may be used to:

- verify your identity;
- assist you to subscribe to Bell Networks services;
- provide the services you require;
- administer and manage those services, including charging, billing and collecting debts;
- inform you of ways the services provided to you could be improved;
- conduct appropriate checks for credit-worthiness and for fraud;

- research and develop Bell Networks services;
- gain an understanding of your information and communication needs in order for Bell Networks to provide you with a better service; and
- maintain and develop Bell Networks's business systems and infrastructure, including testing and upgrading of these systems.

Also, your personal information is collected so that Bell Networks can promote and market its services to you (including by way of direct mail, telemarketing, SMS and MMS messages). Bell Networks does this to keep you informed of its products, services and special offers. If you do not wish Bell Networks to promote and market its products, services and special offers to you, please call 1300 857 072.

In relation to marketing and promotional material sent via email, Bell Networks will send such material only if you elect to receive it (i.e. opt-in) or if it is provided in response to your request.

#### **When we disclose your personal information**

In order to deliver the services you require, Bell Networks may disclose your personal information to organisations outside of Bell Networks. Your personal information is disclosed to these organisations only in relation to Bell Networks providing its services to you. These organisations carry out Bell Networks's:

- customer enquiries;
- mailing operations;
- billing and debt-recovery functions;
- information technology services;
- installation, maintenance and repair services;
- marketing, telemarketing and door-knocking services;
- market research; and
- web site usage analysis.

Bell Networks takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

In addition, Bell Networks may disclose your personal information to:

- your authorised representatives or your legal advisers (e.g. when requested by you to do so);
- credit-reporting and fraud-checking agencies;
- credit providers (for credit related purposes such as credit-worthiness, credit rating, credit provision and financing);
- Bell Networks' related companies;
- Bell Networks' professional advisers, including its accountants, auditors and lawyers;
- other telecommunication and information service providers (for example, if you obtain services from other providers, Bell Networks may need to disclose your personal information for billing purposes);
- government and regulatory authorities and other organisations, as required or authorised by law; and
- organisations who manage Bell Networks' business and corporate strategies, including those involved in a transfer/sale of all or part of its assets or business (including accounts and trade receivables) and those involved in managing Bell Networks' corporate risk and funding functions (e.g. securitisation).

### **Calling Number Display**

Bell Networks's Calling Number Display facility (CND) lets persons who receive phone calls identify who is calling them by displaying the caller's number. CND forms part of the ordinary telephony service that you purchase from Bell Networks.

Unless you have chosen to block your phone number, or have a silent line, CND will usually cause your phone number to be displayed (or logged) - locally and sometimes internationally - on a receiving caller's phone. In other words, CND will enable the disclosure of your phone number to receiving callers (and to other network operators) locally and internationally, unless you take the above measures.

For further information on CND (as well as on CND blocking), please call 1300 857 072.

### **Integrated Public Number Database**

Bell Networks is required by law to maintain an industry-wide database of phone numbers, known as the Integrated Public Number Database (IPND). The IPND is used to publish public number directories, provide directory assistance, operate emergency call services and safeguard national security. The IPND is not used for other purposes.

To satisfy its legal obligations, Bell Networks is required to provide your phone number (as well as other personal information such as your name, address and service location) to the IPND. All other telecommunications carriers are required to do the same.

If you have a silent line, your number will not be published in public number directories or be disclosed by directory assistants, even though it must be provided to the IPND for the above uses.

### **Bell Networks's web sites**

Bell Networks provides products and services via its various web sites. When you visit Bell Networks sites, its web servers record anonymous information such as the time, date and URL of the request. This information assists Bell Networks to improve the structure of its web sites and monitor their performance.

Bell Networks may use 'cookies' on various web sites. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our web sites may place on your computer. Usually, cookies are used as a means for Bell Networks web sites to remember your preferences. As such, cookies are designed to improve your experience of Bell Networks web sites.

In some cases, cookies may collect and store personal information about you. Bell Networks extends the same privacy protection to your personal information, whether gathered via cookies or from other sources. You can adjust your Internet browser to disable cookies or to warn you when cookies are being used. However, if you disable cookies, you may not be able to access certain areas of our web sites or take advantage of the improved web site experience that cookies offer.

Bell Networks also collects Internet Protocol (IP) addresses. IP addresses are assigned to computers on the internet to uniquely identify them within the global network. Bell Networks collects and manages IP addresses as part of the service of providing internet session management and for security purposes.

### **Help us to ensure we hold accurate information**

Bell Networks takes all reasonable precautions to ensure that the personal information it collects, uses and discloses 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 Bell Networks recommends that you:

- let Bell Networks know if there are any errors in your personal information; and
- keep Bell Networks up-to-date with changes to your personal information such as your name or address.



**You can access your personal information**

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, you will need to put your request in writing for, security reasons, and either send it by mail to Bell Networks Voice and Data Pty Ltd, P.O. BOX 1076, Mount Waverley VIC 3149 or by facsimile to 1300 857 073.

Bell Networks reserves the right to charge a fee for searching for and providing access to your information.

**How to contact us**

If you have any questions in relation to privacy, please contact Bell Networks on 1300 857 072 between 8.30am and 6.00pm, Monday to Friday (excluding National Australian Public Holidays)

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Bell Networks Voice and Data Pty Ltd ABN 95 121 113 773