

Protecting your privacy

We are always committed to protect your privacy. Below is information that we are required to communicate with our customers. We do recommend that you keep the following information for future reference. We keep customer information on controlled systems, which are secure against unauthorised access. Proof of identity is always required before personal information is disclosed to any person, including the specific customer.

Collecting Personal Information

We will normally collect personal information about you directly (such as when you contact us by phone, email or when you contact us by our websites) we may also collect information about you indirectly from;

- our employees, agents, contractors or suppliers;
- third parties such as our related companies, credit reporting bodies and credit providers;
- third parties such as sporting clubs and community organisations that we partner with;
- third parties such as utility aggregators who provide product comparison services for the telecommunications market;
- our customer's authorised representatives;
- other telecommunication and information service providers;
- our equipment; and
- publicly available sources of information

Using your Personal Information

Your personal information is collected by us to allow us to operate us business and also to provide you with customer service. We collect this information to carry out some of the following activities;

- to verify your identity;
- to assess whether you are eligible for our services;
- to complete an application that was abandoned;
- to carry out checks for credit-worthiness and for fraud;
- to process your application
- to provide the services you require;
- to deal with enquiries and provide customer support;
- to manage your services, including billing, account management and collecting debts;
- to research and develop our products and services;
- to provide information to the manager of the Integrated Public Number Database (IPND);
- to provide you with information about our services, products and special offers (and marketing those products to you unless you have requested us not to do so).

Your Personal Information

We may also collect information about visits to our websites for marketing and statistical purposes to improve the way we interact with you. We may use cookies or other similar technology for these purposes. You can usually remove or block cookies (by using the settings in your browser), but it may affect your ability to use the website.

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There are some circumstances where we may provide your personal information to an organisation located outside of Australia. These organisations work with us to provide professional services in software development, systems and technical support, data storage, marketing and product development.

We may need to share your personal information to organisations outside Planet Ozi, for example, with:

- suppliers so we can supply the service to you;
- technicians we engage to resolve faults concerning your service;
- a credit reporting body or credit provider if you fail to make payments;
- a fraud-checking agency to carry out checks;
- debt collection agencies and similar parties that assist with debt-recovery;
- specialist contractors for the purposes of research and development;
- other communication companies, for specific marketing campaigns;
- our professional advisers, including our accountants, auditors and lawyers;
- other telecommunications and information service providers, for example, for billing purposes;
- your authorised representative or contact person in the manner you have agreed to;
- your legal advisers, if requested by you to do so;
- a duly authorised government, regulatory authority or other organisation such as the TIO, when we are required or specifically permitted by law to do so (for example, to the operator of the IPND, which supplies information for telephone directories) or to resolve customer complaints or disputes;
- a specified recipient if a court order compels us to do so, and
- law enforcement agencies concerning the enforcement of criminal and other laws if we are compelled, or required to do so.

Holding accurate information

We take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. Your personal information can be accessed via the Customer Access Toolkit located at <http://cat.planetozzi.com.au/> or by contacting us.

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. If you are a subscriber to one of our online products or services, you may change your personal details by using the relevant facility on our websites.

Please contact us if you wish to access or correct personal information that we hold about you.

Document Updates

These documents are subject to change from time to time, please ensure that you have the latest copy of the relevant documentation. If you have any queries regarding these documents please contact us on info@planetozi.com.au. Any privacy complaints will be handled in accordance with our complaint policy which is available under the Legals section on our website.