

	MAIN HEADING:	Customer Service Agreement – Customer Service	
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PRIVACY POLICY

Introduction

Uniti Wireless Limited (**Uniti**) aim to provide strong and consistent broadband internet to every member of the Australian population Uniti can reach. To achieve this when Uniti operate our website, when Uniti interact with customers, and when Uniti operate the broadband Internet network and provide broadband internet services to customers, Uniti collect information.

Uniti collect only information that is reasonably necessary for us to operate the broadband Internet network and provide broadband Internet services. But when Uniti collects Personal Information Uniti must have in place and Uniti must comply with, a policy around Uniti's collection, handling, use and management of customer's Personal Information.

Uniti are an APP Entity as defined under the Australian Privacy Principles. Uniti have adopted and are committed to meeting the standards set out in [the Privacy Act 1988 \(Cth\)](#) and the [Australian Privacy Principles](#), which together govern the way Uniti collects, stores, secures, uses, discloses and disposes of Personal Information.

This Privacy Policy describes how Uniti will collect, handle, use and manage Personal Information from customers in relation to the operation of Uniti's broadband Internet network and provision of broadband Internet services to customers.

Personal Information

The term "Personal Information" in this Privacy Policy means any information, comment or opinion, from which Your identity is apparent or can be reasonably ascertained.

The kinds of Personal Information that Uniti collects

Examples of Personal Information Uniti collect include: name, address, telephone number, email address, credit card or bank details, dates of birth, gender, other contact details, payment information, account information, drivers licence numbers, username and site identification, passwords for use in relation to Your Uniti Wireless broadband Internet service and comments and data about Your usage of Your Service.

Please note that You do not have the option of dealing with Uniti anonymously, or by using a pseudonym. This is because it is impractical and/or illegal for Uniti to deal with individuals who are not identified.

It is an important part of providing our services to You that Your Personal Information is up to date. Uniti encourage You to regularly review the Personal Information Uniti hold about You and update Your Personal Information in Your Uniti Customer Portal. Uniti may also take reasonable steps to make sure that Your Personal Information is accurate, complete and up-to-date.

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Sensitive Information

Sensitive Information includes information about things such as an individual's health, racial or ethnic origin, political opinions, membership of a political association, professional or trade association, trade association or trade union, religious beliefs or affiliations, philosophical beliefs, sexual orientation or practices, criminal record, biometric information or biometric templates.

Uniti do not collect, use, store or disclose Sensitive Information.

How Uniti collects Personal Information

Uniti collect Personal Information in a variety of ways including application forms, from correspondence with You, from interactions by telephone and by email, and from Your interactions with our website www.unitiwireless.com.

The purposes for which Uniti collects, holds, uses and discloses Personal Information

Uniti collect Your Personal Information for the primary purpose of commencing and then continuing to provide broadband Internet services to You, for developing the broadband Internet network, for marketing and for business planning.

Uniti may, in circumstances where You would reasonably expect such use or disclosure, also use or disclose Your Personal Information for secondary purposes closely related to the primary purposes.

When Uniti collects Personal Information Uniti will, where appropriate and where possible, explain to You why Uniti are collecting the information and how Uniti plan to use it.

How Uniti may use Personal Information

Some of the ways that Uniti may use Personal Information include the following:

- To provide You with the Uniti broadband Internet services You have requested
- To manage customer service communications with You;
- To verify Your identity in order to provide products or services to You;
- To comply with Uniti's various regulatory and legal obligations;
- To develop and refine Uniti's broadband Internet network, services and products;
- To develop and refine marketing campaigns;
- To provide You with information about Uniti products and services;
- To investigate any concerns You may have or any complaint You may raise; and
- To determine whether You arrived at the Uniti website directly, from a banner ad or an affiliate website;
- To continuously improve Uniti's website and our customer experiences.

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How Uniti may share Personal Information

Some of the ways that Uniti may share Personal Information to organisations outside of Uniti include the following:

- Suppliers so that Uniti can supply broadband Internet services to You;
- Technicians engaged by Uniti to resolve faults concerning Your Service;
- Credit reporting agencies, credit providers, investigators, process servers or debt collection agencies in the event that You fail to make payments due in relation to Your Service;
- Special contractors for purposes related to research and development;
- Other companies for purposes related to marketing;
- Uniti's professional advisors;
- An Authorised Representative or Contact Person if You have nominated such a person;
- Your legal advisors if You request us to do so;
- Any duly authorised government, regulatory or law enforcement authority or other such organisation where Uniti are required or specifically permitted by law to do so;
- An order of a court of competent jurisdiction compels us to do so.

Uniti will not provide Personal Information to any organisation located outside of Australia

How Uniti may disclose Personal Information

Uniti may disclose Your Personal Information in a number of circumstances including: disclosure to third parties where You consent to the disclosure, and disclosure to law enforcement agencies where Uniti are required or authorised by law to disclose the Personal Information.

How Uniti holds Personal Information

Uniti take all steps reasonable and practicable to hold Personal Information in a manner that protects the Personal Information from unintended or malicious loss, theft, misuse, interference, and from unauthorized access, modification or disclosure.

Uniti follow industry standards and implement and maintain physical, technical and administrative safeguards to protect the privacy of data and Personal Information that Uniti collect and hold. Uniti's services are hosted in Australia in secure facilities. Uniti use modern security measures such as secure firewalls, servers, databases and data encryption to safeguard the Personal Information provided by You. Uniti review and update and test security technology on an ongoing basis. Uniti employees are trained about the importance of confidentiality and maintaining the privacy and security of customer's Personal Information. Access to customers' Personal Information is restricted to only those employees who need it to provide services to You or provide benefits to You.

However, despite Uniti's best efforts, no method of transmission over the internet, and no method of electronic storage is absolutely secure or absolutely beyond the reach of hackers. If You have any questions about security on Uniti's website or of Your Personal Information please contact us.

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When Your Personal Information is no longer needed for the purpose for which it was obtained, Uniti will take reasonable steps to destroy or permanently de-identify Your Personal Information. However, most of the Personal Information that Uniti collect and retain is or will be stored in client files, which will be kept by Uniti for a minimum of 7 years.

Direct Marketing

Uniti may use Your Personal Information to send You direct marketing material. Uniti will use Personal Information for the purposes of direct marketing without Your consent only if:

- You would reasonably expect us to use or disclose the information for the purpose of direct marketing; and
- Uniti provide a simple way of opting out of direct marketing; and
- You have not requested to opt out of receiving direct marketing from Uniti.

Uniti do not disclose Personal Information for the purpose of allowing third parties to market their products and services to You.

If Uniti collect Personal Information about You from a third party, we will only use that information for the purposes of direct marketing if You have consented (or it is impracticable to obtain Your consent), and we will provide a simple means by which You can easily request not to receive direct marketing communications from us. We will draw Your attention to the fact You may make such a request in our direct marketing communications.

You have the right to request Uniti to not use or disclose Your Personal Information for the purposes of direct marketing, or for the purposes of facilitating direct marketing by other organisations. Uniti must give effect to the request within a reasonable period of time.

You may also request that Uniti provide You with the source of information obtained from third parties. If such a request is made, Uniti must notify You of the source of the information free of charge within a reasonable period of time. You may choose to stop receiving marketing emails by either:

- clicking on the unsubscribe link at the bottom of the Uniti advertising/promotional materials; or
- by sending us an email to support@unitiwireless.com

Uniti's Website – data analytics – cookies – web beacons - online advertising

Uniti may collect data about visits to the Uniti Wireless website. Uniti may use this data for marketing and to inform business and operational practices and to improve the way that Uniti interacts with customers.

Uniti may use **cookies** on our website. Use of cookies is standard practice in internet based businesses and most major web sites use them. A cookie is a small text file that Uniti's website may place on Your computer as a tool to remember Your preferences and profile information.

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Examples of the cookies Uniti may use include:

- Web analytics cookies – to understand anonymous and aggregated behaviour such as how many visitors are using Uniti’s website and how those visitors are using Uniti’s website; and
- Online advertising cookies – to ensure that Uniti delivers only online advertising that is relevant to You and to stop advertising being presented to You that is not relevant to You.

The data collected from cookies is anonymous and does not link with Personal Information. You can usually remove or block cookies and opt-out of internet based tracking, however that may affect Your ability to use the website.

Uniti’s website contains electronic images known as 'Web Beacons' (sometimes called single-pixel gifs). These web beacons are used in some of our emails along with cookies to let us know which emails and links have been opened by recipients to compile aggregated statistics to analyse how Uniti’s website is used and may be used. This allows Uniti to gauge the effectiveness of customer communications and marketing campaigns.

Uniti use a third party to gather information about how You and others use Uniti’s website. For example, we will know how many users access a specific page and which links they clicked on. We use this aggregated to understand and optimize how our website is used.

You should be aware that any information you provide in these blogs and forums may be read, collected and used by others who access them.

Uniti’s website uses Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify individual users or associate Your IP address with any other data held by Google. Uniti use reports provided by Google Analytics to help us understand website traffic and webpage usage. By using Uniti’s website, You consent to the processing of data about You by Google in the manner described in [Google's Privacy Policy](#) and for the purposes set out above. You can opt out of Google Analytics if You disable or refuse the cookie, disable JavaScript, or [use the opt-out service provided by Google](#).

Uniti’s website may contain links to other websites. Please be aware that those other websites will have their own privacy practices over which Uniti has no control and has no responsibility. When You go to other websites from Uniti’s website, Uniti recommend that You read and be aware of their privacy policy.

Uniti may provide Personal Information to other websites and social media platforms such as Facebook, LinkedIn, Twitter and others for the purpose of cross-referencing Your Uniti Account to Your account on those other websites or social media platforms.

Uniti’s website also uses interfaces with social media platforms such as Facebook, LinkedIn, Twitter and others. If You choose to **Like** or **Share** information from Uniti’s website through these

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services, You will be bound by, and You should review, the privacy policy of each of those platforms.

If You are a member of a social media site, the interfaces between Uniti's website and those social media sites may allow the social media site to connect Your visits to this site with other Personal Information. Please bear that in mind and take appropriate action to protect Your Personal Information.

How You may access personal information about You that is held by Uniti and if appropriate seek correction

You may, at any time, (but subject to exceptions which may apply by operation of the Privacy Act), access the Personal Information that Uniti hold about You, and if necessary update or correct that Personal Information.

Uniti will, prior to processing Your request, require evidence that the request is coming from You and specification of what Personal Information is required. An administrative fee for searches, collation of information, photocopying costs may apply.

You may access the Personal Information that Uniti hold about You by accessing Your details in Your Customer Portal at www.unitiwireless.com/portal & www.unitiwireless.com/my-account

To request any further Personal Information stored about You, contact Uniti:

- By email: support@unitiwireless.com
- By mail: c/- the Privacy Officer, Uniti Wireless, Level 1, 44 Currie Street, Adelaide, SA, 5152.

In order to protect Your Personal Information and the privacy of others Uniti may require identification from You before releasing such information.

Uniti will within 30 days of receiving Your request endeavour to process Your request in relation to Your Personal Information which Uniti hold about You.

If the request or complaint will take longer to resolve, Uniti will provide You with a date by which Uniti expect to respond.

In the event that Uniti are unable to do so, or are not required by law to do so, Uniti will inform You of the reasons for any such refusal.

You may ask us to correct Your Personal Information if You find that it is not accurate, up-to-date or complete.

Uniti will not charge any fee for these services.

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How You may raise a complaint about a breach of the Australian Privacy Principles, or a registered APP code (if any) that binds Uniti, and how Uniti will deal with such a complaint

If You believe that there has been a breach of the Australian Privacy Principles or elements of this Privacy Policy, or if you have any concerns about Uniti's handling of Your Personal Information, please contact Uniti using the Contact Us tab on the Uniti website or by emailing us at support@unitiwireless.com or by telephoning the Uniti Customer Service Help Desk on 1300 847 201.

Please direct and address Your Privacy Complaint to
 Privacy Officer / Head of Legal
 Uniti Wireless Limited
 Level 1 / 44 Currie Street,
 Adelaide SA 5000
 Phone: 1300 847 201
 Email: support@unitiwireless.com

Uniti aim to respond to complaints within 30 days after Uniti receive Your complain. If You are not satisfied with Uniti's response to Your complaint, You can refer Your complaint to the Office of the Australian Information Commissioner by:

- Telephoning the OAIC on 1300 363 992
- Writing to the OAIC - Director of Complaints, Office of the Australian Information Commissioner, GPO Box 5218, Sydney NSW 2001.
- Emailing the OAIC - enquiries@oaic.gov.au

Policy Updates

We may update this Policy to reflect changes to our information handling practices. If we make any material changes we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice on our website prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

Contact Information

If You would like to contact us and ask any questions, obtain any additional information or simply discuss any aspect of this Privacy Policy please contact Uniti at the address below

Privacy Officer / Head of Legal
 Uniti Wireless Limited
 Level 1 / 44 Currie Street,
 Adelaide SA 5000
 Phone: 1300 847 201
 Email: support@unitiwireless.com