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PRIVACY POLICY

Introduction

At Uniti Group Limited (**Uniti**), we aim to provide access to strong and consistent broadband internet to every member of the Australian population we can reach.

To achieve this, when we provide services to customers, we collect information, and we must have in place, and both we and our customers must comply with, a policy around Uniti's customer's privacy and use of customer's private information.

Uniti respect and protect the privacy of the users of Uniti broadband Internet services and visitors to our website.

This Privacy Policy describes how Uniti will collect and use Personal Information from customers in relation to the provision of broadband Internet services.

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, disclosures and disposes of personal information.

Scope of Uniti's work and use of Personal Information

The purpose of Uniti's use of Personal Information is to enable Uniti to provide customers with broadband Internet services.

Personal Information and why Uniti collect Personal Information

The term "Personal Information" in this privacy policy means any information from which your identity is apparent or can be reasonably ascertained.


Where you provide Personal Information about yourself Uniti will collect that Personal Information.

Examples of Personal Information we collect include: names, addresses, email addresses, credit card or bank details, phone and facsimile numbers.

This Personal Information is obtained in many ways including application forms, correspondence, by telephone and/or facsimile, by email, via our website www.fuzenet.com.au and from third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing.

We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

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You may unsubscribe from our mailing or marketing lists at any time: all you need to do is let us know. When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Uniti collect Personal Information in order to assist with Uniti's ability to provide broadband Internet services.

If you contact us we will collect the email address you nominate and any other identifying information you provide, such as a name or phone number.

Other than in unusual circumstances such as unlawful activity or threats to health and safety, we do not share Personal Information with government or other agencies or parties.

Personal Information obtained from Third Parties

Uniti will usually collect your Personal Information only from you. However, in some circumstances Uniti may be provided with Personal Information from third parties.

In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by such third party.

How Uniti secure and protect Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

To help protect the privacy of data and personal information that Uniti collect and hold, Uniti maintain physical, technical and administrative safeguards. Uniti's services are hosted in Australia in secure facilities. Uniti review and update and test security technology on an ongoing basis.


Uniti train our employees about the importance of confidentiality and maintaining the privacy and security of customer's information. Access to customers' Personal Information is restricted to only those employees who need it to provide benefits or services to you.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

However, most of the Personal Information is or will be stored in client files, which will be kept by us for a minimum of 7 years.

Sensitive Information

Sensitive information includes information about things such as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

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Uniti will use sensitive information only, for the primary purpose for which it was obtained; for a secondary purpose that is directly related to the primary purpose, with your consent, or where Uniti are required or authorised by law to use or disclose that sensitive information.

Disclosure of Personal Information

Uniti may disclose your Personal Information may be disclosed in a number of circumstances including: disclosure to third parties where you consent to the use or disclosure and where Uniti are required or authorised by law to disclose the Personal Information.

Access to Your Personal Information

Under National Privacy Principle 6 You have the right to access the Personal Information Uniti hold about you and to update and/or correct it, subject to certain exceptions.

You may ask us to correct your Personal Information if you find that it is not accurate, up-to-date or complete. You may also make a complaint about our handling of your Personal Information.

If you wish to access your Personal Information, please make your request to us in writing to the postal address below. We undertake to respond within 30 days. If the request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

Uniti will not charge any fee for these services.

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


Maintaining the Quality of Your Personal Information

It is an important part of providing our services to you that your Personal Information is up to date. NPP 3 provides that we take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. It is important that you advise us at the earliest opportunity of any changes to your Personal Information so that our records can be updated.

Website Analytics

To improve your experience on Uniti's website, we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website.

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

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you go to other websites from Uniti's website, Uniti recommend that you read and be aware of their privacy policy.

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. We 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- external site](#) 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- external site](#).

Uniti's website also uses interfaces with social media sites such as Facebook, LinkedIn, Twitter and others. If you choose to "like" or "share" information from this website through these services, you should review the privacy policy of that service.

If you are a member of a social media site, the interfaces may allow the social media site to connect your visits to this site with other Personal Information

Policy Updates

This Policy may change from time to time. Updates of Uniti's Privacy Policy will be published on Uniti's website from time to time.

Complaints

You can lodge a complaint with Uniti about any breach of Uniti's Privacy Policy and Uniti's privacy obligations to you by contacting us.

Contact us - Privacy Policy Enquiries

If you have any concerns about privacy please contact us.

Head of Legal

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Level 1 / 44 Currie Street,

Adelaide SA 5000

Phone: 1300 847 201

Email: support@unitiwireless.com

OR

Phone: 0418 777 019

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