**A blue wifi symbol on a black background

Description automatically generated**

**How Unwyred ISP collects personal information**

Unwyred ISP collects your personal information in several ways, such as over the phone, over the Internet if you transact with us on-line, or when you complete an application form for one of the products or services that we offer or promote. Unwyred ISP collects personal information directly from you at the time you apply for internet services. Unwyred ISP may also collect personal information from third parties such as:

• credit reporting agencies.

• suppliers of telecommunication services (e.g. other telecommunication and information service providers);

• other entities who supply services to us related to the provision of telecommunication services provided to you.

**Disclosure of your Personal Information**

Unwyred ISP will treat the personal information that it collects from you as confidential. Unwyred ISP will not reveal, disclose, sell, rent or pass that information on to any third parties, unless they are contracted to Unwyred ISP to keep the information confidential or are required to comply with all relevant laws including the Privacy Act 1988. Services that Unwyred ISP contracts out, or may contract out at some future time, include the provisioning of your service (e.g. installations), the mailing of bills and other communications to customers, debt collection, and I.T. services.

We impose security and confidentiality requirements on how contractors are to use your personal information.

Unwyred ISP may disclose personal information for the purpose specified to you at the time of collection, or for any other purpose if:

• you would reasonably expect Unwyred ISP to disclose it for that purpose; and

• that purpose is related to the purpose specified to you at the time of collection.

If Unwyred ISP should wish to disclose any of the personal information other than as set out above, we will not do so unless we have your express consent. Unwyred ISP will, however, disclose your personal information in a number of circumstances allowed by the Privacy Principles. Those circumstances include:

• where there are reasonable grounds to believe the disclosure is necessary to prevent a threat to life or health; or

• where Unwyred ISP suspects that unlawful activity is or has been engaged in and uses the personal information to investigate the suspected unlawful activity; or

• the use or disclosure is authorized or required by law or is reasonably necessary to enforce the law.



**Security**

Unwyred ISP will take reasonable steps to ensure that all information we collect, use, or disclose is accurate, complete, up-to-date, and stored in a secure environment accessed only by authorized persons.

**Access and correction of personal information**

You have the right to access the personal information that Unwyred ISP holds about you. Unwyred ISP will generally not charge you with a fee for access to your personal information, unless we consider that your requests are unnecessarily numerous, extensive, or otherwise vexatious. If you wish to have a copy of the personal information, Unwyred ISP may require you to pay some charges which cover Unwyred ISP's administrative costs of providing the information to you, but we will not impose a charge just for lodging a request for access with us. Details of these charges are shown on the Rate Card.

To request access to your personal information, please contact our Customer Service Centre on 1300 353 673 or send an email support@unwyred.com.au requesting access.

If for any reason Unwyred ISP refuses to give you access to your personal information, we will give you the reasons for our decision. We may deny you or limit access to personal information where giving you access:

• would pose a serious threat to life or health of any individual or pose an unreasonable impact on the privacy of an individual.

• would prejudice any negotiations or legal proceedings between you and Unwyred ISP.

• would prejudice the detection and investigation of unlawful activity; or

• would prejudice enforcement of laws.

If you believe that we hold personal information that you consider to be inaccurate, incomplete, or not up to date, please contact our Customer Service Centre on 1300 353 673. We will usually amend any inaccurate, incomplete, or out-of-date information. However, if we disagree on whether the information is to be amended and cannot resolve that disagreement, either you or Unwyred ISP may append an explanatory note to the information in question.

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**Privacy Complaints and Contact Details**

You can complain about breaches of your privacy by sending:

• a pre-paid letter addressed to Unwyred ISP at PO Box 654 Murray Bridge SA 5253; or

• an email addressed to support@unwyred.com.au