

Privacy Policy

This is Trufreedom's Privacy Policy, which forms part of our Standard Form of Agreement and Terms & Conditions of Trade. Definitions for the terms used in this Policy are contained in our Standard Form of Agreement.

This policy is a public document that sets out Trufreedom's approach in relation to the treatment of personal information. We only collect personal information where it is necessary to perform our functions and activities, and provide the Supplies to you. We would like to reassure customers that we will only disclose your personal information as set out in this Policy.

The Telecommunications Act 1997, the Privacy Act 1988 (including the new National Privacy Principles) (the Privacy Act) and the ACIF Code on the protection of personal information of customers of Telecommunications providers are statutory references and do not alter any of our obligations under these existing laws and codes.

This Policy is a public document and has been prepared in light of the National Privacy Principle 5, Openness.

1. We may, in our discretion, retain and access any data or information concerning your use of the Supplies.
2. Where we hold information that you lodge with us (for transmission or web hosting) we will make back-up copies of your information. However, we do not guarantee successful restoration of your information lodged on our servers in the unlikely event of loss of that information (due, for instance, to a catastrophic hardware failure). It is your responsibility to ensure that you keep back-up copies of all information that you lodge with us.
3. We will not disclose personal information or any other information or data held by us about you to a third party unless:
 - 3.1 we have reason to suspect that unlawful activity has been, is being or may be engaged in, and we disclose this information as a necessary part of our investigation of the matter or in reporting our concerns to relevant persons or authorities; or
 - 3.2 we are required or specifically permitted by or under law to provide this information to an authority or person that is duly authorised to request it; or
 - 3.3 a court order compels us to disclose this information to a specified recipient; or
 - 3.4 we are otherwise required or specifically permitted by law to disclose this information (including disclosure permitted under the Privacy Act 1988). Such disclosure includes any disclosure necessary to provide the Supplies to you (including for example possible disclosure to our suppliers).
4. You expressly consent to us:
 - 4.1 using any data or information that you provide to us in connection with provision of the Supplies:
 - 4.1.1 to provide you with information (whether by email, post or any other form of communication) about other goods and services offered by Trufreedom (or a related entity of Trufreedom), about Trufreedom (and/or a related entity of Trufreedom) and/or about any other topic which we consider would be of interest to you based on the Supplies we currently provide to you) unless you let us know in writing that you do not wish to receive such information;

- 4.1.2 to contact you (whether by email, post or any other form of communication) about any matter in connection with the Supplies or the provision of the Supplies; and
 - 4.1.3 for any other purpose related to the provision of the Supplies (including for example in billing and account management, business planning and product development or to verify your identity); and
 - 4.2 disclosing any data or information that you provide to us in connection with provision of the Supplies to:
 - 4.2.1 our suppliers;
 - 4.2.2 other service providers, or specialist advisers who provide us with administrative, financial, research or other services; and
 - 4.2.3 insurers, credit providers, credit reporting or references agencies or insurance investigators, to the extent it is necessary to enable the Supplies to be provisioned to you.
5. We will not use or disclose your credit report or any personal information derived from that report unless we are required or specifically permitted to do so under Part IIIA of the Privacy Act 1988 or the Credit Reporting: Code of Conduct.
6. You acknowledge that we must cooperate with the lawful requests of members of the police force or any other person duly authorised to investigate breaches of the law, and that we may disclose any information held by us in relation to your account to such authorities if compelled or required to do so.
7. You may by written request to us access to the personal information we hold about you, and we will grant you access unless we are required or permitted to refuse such a request. We may charge a reasonable fee for such access in accordance with the Privacy Act 1988. You may also by written request to us ask that personal information we hold about you be corrected if you consider it is not accurate.
8. We draw your attention to the ACIF Calling Number Display Code of Practice, which can be viewed at http://archive.acma.gov.au/webwr/telcomm/industry_codes/codes/c522_2007_cnd.pdf. In particular:
9. This Industry Code requires carriage service providers to inform their customers that they receive Calling Line Identification ("CLI") information in many circumstances where the customer would expect this to not occur; and
10. Trufreedom receives this CLI information in most cases which means we know the phone number you call us from when you make a modem or ISDN call to connect to the Internet even if you have a silent number or use 'per call blocking'.
11. We retain information for as long as we need it. With the following information we retain it for no less than 6 months and no longer than 2 years in order to ensure that the information is available for the purpose of investigation.
 - a) User ID and telephone number allocated to any service on the telephone network
 - b) Name and address of the subscriber
 - c) Date and time of log on and log off our internet access service
 - d) Internet service used
 - e) Email address and internet service used

12. If you are a Trufreedom customer you may verify, update or amend the personal information you have provided to Trufreedom by clicking on My Account and under the tab personal information select your relevant changes. We can supply certain types of personal information on request:

- ✓ Billing
- ✓ Name and address
- ✓ Phone usage
- ✓ Date of birth
- ✓ Plan information and call allowance

Requests can be made over the phone or in writing including your name, telephone number and proof of your identity.

Our postal address:

Level 9 440
Collins Street,
Melbourne, 3000

Phone: 1300 000 878

13. Individuals wishing to make an inquiry or complaint regarding privacy should get in touch with our customer support team via one of the options on our 'contact us' page. Privacy complaints will be managed in accordance with our Complaint Handling Policy, which complies with the Australian Communications Industry Forum's Complaint Handling Industry Code.

Future Policy Changes

Trufreedom aims to be the best in the Telecommunications Industry. That means our business will continue to evolve, as we introduce new products and services, or add new features to our web site. Because of this, from time to time, our policies will be reviewed and may be revised. Trufreedom reserves the right to change this Privacy Policy at any time and notify you by posting an updated version of the Policy on our web site. The amended Privacy Policy will apply between us whether or not we have given you specific notice of any change. We encourage you to review this Privacy Policy periodically because it may change from time to time.

Our website contains a prominently displayed privacy statement and a copy of this Privacy Policy.