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PRIVACY POLICY

Telko is committed to ensuring the safety of our customers. This includes ensuring the security of their personal information. For this reason Telko adheres strongly to the Privacy Amendment Act 2000. According to this legislation's National Privacy Principles (or NPPs) Telko is cautious in how it collects, uses/discloses and securely manages our customer's personal information. To show our compliance with the Privacy Amendment Act, we have composed the following document to specifically outline our policies regarding personal information.

What is personal Information?

Personal Information is any information or opinion that is expressed and or recorded by an individual and can be used to uniquely identify, contact, or locate a single person or can be used with other sources to uniquely identify a single individual.

Collection and Use of Personal Information

Telko collects personal information relevant to our customers for the purpose of opening, maintaining and closing accounts. We do so predominantly by requesting the information from the individual. We may also obtain information from publicly available forums. This might include white or yellow pages listings, or the individual's web space. In some circumstances other legislation such as The Trade Practices Act may require us to collect personal information. In some circumstances Telko may need to employ the services of third parties to obtain information. Telko has no control over these third parties and cannot directly control their methods for obtaining the information we employed them to obtain. Telko will always endeavour to inform you why we are requesting your personal information. You are of course under no obligation to provide information that we request from you. However should you choose not provide information requested by us, we may not be able to provide services to you which depend on this information.

Storage of Information

While conducting an ordinary business arrangement with customers and other businesses, we will record any personal information relevant to that individual or businesses account with us. This information will be held in a matter that complies with the NPPs. At our discretion we may retain or access any data or information that concerns your use of services supplied by us. We will create and archive back-up copies of any and all information relevant to any individual or business with which we have dealings. We do not however, guarantee the capability to retrieve any of this information if for an unlikely reason, we suffer a catastrophic failure of hardware, or in the case of an act of God.

Disclosure

We will not disclose any information personal or otherwise to anyone, but those you specify are privy to said information except in the following circumstances;

- We have reason to believe that unlawful activity has been, is being, or may be engaged in using services we provided and disclosing pieces of your personal information is necessary for our investigation into these matters or we are required to report some of your information to relevant authorities.

- We are required or permitted by or under law to provide information to an authority or entity that is duly authorised to request said information.
- We are given a court order which compels us to disclose some of your personal information.
- We are otherwise required or permitted under applicable laws to disclose information. This could include disclosure of information to our supplier(s).

We may also need to disclose some of your information to the following entities to the extent that it is needed in order to provide the services to you;

- Credit providers
- Credit reporting agencies
- Insurance

We will not however use or disclose your credit report or any personal information derived from said report unless it is required as directed according the Privacy Act 1988's Credit Reporting: Code of Conduct.

Information accuracy

We will use our best efforts to attempt to ensure that your personal information is kept up to date in our systems. We cannot do so of course, without your help and co-operation. If you are aware that some of your personal information is going to change in the near future, please inform us of this change. If it comes to our attention that some of your personal information may be incorrect we will attempt to contact you to confirm and update this detail.

Protection

Once Telko has any of your personal information, it will stay locked under password protected programs designed to only allow access to authorised Telko employees. Under no circumstances will unauthorised individuals have access to your information. On occasion however, we may be required to disclose some pieces of information to our carrier to maintain your service. In such circumstances we will ensure that said carrier is aware of their obligations under law in regard to the handling of your personal information. Under no circumstances will we sell your information to any other organisation.

Calling Line Identification Information

We are required to inform our customers that we may receive Calling Line Identification (CLI) information in circumstances where the customer may not expect us to. This means that we may know the phone number you call us from even if you have a silent number or use 'per call blocking'.

Additional Material and Contact

By agreeing to transfer your service(s) to Telko and providing us with information relevant to provisioning said services, you agree for us to provide you with information (by email, post or otherwise) relevant to goods and services offered by us or any related company and/or any topic which we believe would be of interest to you based on the supplies we provide to you or supplies that you have expressed interest in. We will continue to provide this information to you until such time as you expressly request in writing that you do not wish to receive any such offers/information. We reserve the right to contact you by phone, email, post or any other form of communication regarding any matter associated with the provisioning of your services or account management.

Changes to this document

Similar to our other policies we regularly review and edit this document so as to ensure its effectiveness. We do so at our discretion and may do so without notice. The latest version of our privacy policy will be available on our website www.telko.com.au and when we do make changes to it, the changes will be posted on our website.

For any further information about our Privacy Policy, you can contact Telko – Customer Information and Compliance Officer. You can send notices to our Information and Compliance Officer by:

Phone: 1300 007 703

E-mail: admin@telko.com.au

Fax: 03 8695 9404

Post: Level 5, 100 Albert Road, South Melbourne