

Bendigo Telco      Phone    1300 228 123  
23 McLaren Street    Fax      (03) 5454 5001  
Bendigo VIC 3550    Web      www.bendigotelco.com.au  
PO Box 1062  
Bendigo VIC 3552



## **PRIVACY POLICY**

### **Introduction**

Bendigo Telco understands your concerns about the confidentiality of information you provide to us. We are committed to protecting your privacy in accordance with the Privacy Act 1988.

We are bound by and comply with the National Privacy Principles, in accordance with Schedule 1 of Privacy Amendment (Enhancing Privacy Protection ) ACT 2012.

This privacy policy sets out how we safeguard your privacy. In this policy references to 'us' or 'we' refer to Bendigo Telco.

Typically we will only collect personal information about you, however if you are signing for, or on behalf of an organisation, we may collect personal information about you and persons within your organisation. Occasionally, you may need to provide us with personal information about other individuals, for example a nominated account representative. In such instances, we rely on you to inform those individuals that you are providing their personal information to us and to advise them to contact us for further information about the use and storage of their personal information.

### **Collection**

We collect personal information directly from you about yourself and nominated individuals that may include details such as:

- name, address (previous or current), date of birth and contact details (such as phone and fax numbers, email addresses)
- details of previous or current employment
- Drivers Licence, Passport or ABN details
- details of the credit card or bank account from which payments to us will be made
- records of use from the services we provide you or your business
- records of communications between you or your business and us relating to the services we provide you
- billing statements

In some instances we may also collect information about you from a third party, such as a credit reporting agency.

In rare cases, we may need to collect sensitive information (such as health-related information) about you. If we need to do this, we will ask for consent to collect the information if the National Privacy Principles require us to do so.

All access to pages on our website is logged. The sort of information contained in these logs cannot easily identify you personally. It contains such things as a list of the pages accessed and the sort of browser used. We use this information for statistical, marketing, administrative and security analysis.

When you visit our websites, we may collect the following data:

- Your IP address
- Pages you have viewed
- Time / Date visited
- Duration of your visit

### **Use and Disclosure**

We use your personal information in order to provide you with telecommunications services and for related purposes such as:

- identifying you and any authorised representatives or advocates
- processing your application, carrying out credit checking and ongoing credit management of your account/s
- provisioning or connecting your services & billing you for services that we provide to you
- to generate monthly accounts and carry out any debt functions as required
- assisting you with enquiries, complaints and other customer service requirements
- to assist our mobile phone repairers and third party providers
- researching usage patterns in order to improve our services
- to occasionally contact you about products and services that we offer
- to comply with any laws or obligations around fraud or any other illegal activity
- sending you information about the products or services you use
- for any other reasons that would be expected to perform normal business functions.

We are also legally obliged to provide certain information to the Integrated Public Number Database (IPND) details that we share may include:

- Your contact number
- Your physical address
- Your Mailing address

This information is used for the purpose of assisting emergency services and helps direct them in a life threatening situation or in a case of national security.

In rare cases Bendigo Telco may need to disclose your personal information to an overseas recipient. In these cases we will take reasonable steps to ensure that this company complies with Australian Privacy Laws or we will obtain consent before proceeding.

### **Opting out of Direct Marketing**

If you do not wish Bendigo Telco to direct market to you, you can opt out by contacting our Customer Help on 1300 228 123.

## **Accuracy of Data**

Bendigo Telco will use its best endeavours to ensure that your personal information is kept up to date, however most of the information that we hold has been provided to us by you. Please ensure that you update us whenever any of your personal details may change. You can do this by contacting our Customer Help on 1300 228 123.

## **Access to Information**

Under the Privacy Act 1988, you can request a copy of the Personal information that Bendigo Telco has on record concerning you. You can obtain a copy of this information by calling our Customer Help on 1300 228 123.

## **Security of Data**

Bendigo Telco will take reasonable steps to ensure that your personal information is protected and from unauthorised access, theft, modification or disclosure.

We will endeavour to destroy any information that is not required for the purposes that we set out in this document.

## **Further Information**

If you require any further information regarding this policy, your privacy or if you wish to report a breach or make a complaint, you can contact us in any of the following ways:

### Call our Customer Help Team

1300 228 123 Monday – Friday (Excluding Public Holidays)  
09:00 AM – 05:30 PM (AEST)

### In Writing

Management  
P O Box 1062  
BENDIGO  
VIC 3552

Fax: 03 5454 5001

### In Person

23 McLaren Street  
BENDIGO  
VIC 3550

### Email

[CustomerHelp@bendigotelco.com.au](mailto:CustomerHelp@bendigotelco.com.au)

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