



## PRIVACY POLICY

Business Terms - February 2012



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[Business Terms](#)

Version February 2012

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## Protecting your privacy

Nobleheart Pty Limited atf Nobleheart Trust ABN 39 831 754 543 is committed to providing you with the highest levels of customer service. This includes protecting your privacy. This policy forms part of our Standard Form of Agreement.

### About us

We provide a range of telecommunication services to individuals and business.

### Your personal information

Personal information held by us may include your name, date of birth, current and previous addresses, telephone or mobile phone number, email address, bank account or credit card details, occupation, driver's licence number and PIN, username or password. We also hold details of the services that we supply you (including their status), as well as certain details about your personal interests.

If you choose not to provide certain personal information (e.g. your date of birth), we may not be able to provide you with the services you require, or the level of service on which we pride ourselves.

Occasionally, you may need to provide personal information about other individuals to us (e.g. about your authorised representatives). If so, we rely on you to inform those individuals that you are providing their personal information to us and to advise them that we can be contacted for further information.

### How we collect personal information

We collect personal information in a number of ways, including:

- directly from you, for example, when you provide information by phone, in application forms or other agreements, or when you submit your personal details through our websites (e.g. during Nobleheart.com.au registration);
- from third parties such as our related companies, credit reporting agencies or your representatives;
- from publicly available sources of information;
- from the organisations identified under 'When we disclose your personal information';
- from our own records of how you use the services that we provide to you;
- when you visit our websites; or
- when legally required to do so.

### How we use your personal information

Your personal information may be used to:

- verify your identity;
- assist you to subscribe to our services;
- provide the services you require;
- administer and manage those services, including charging, billing and collecting debts;
- inform you of ways the services provided to you could be improved;

- conduct appropriate checks for credit-worthiness and for fraud;
- research and develop our services;
- gain an understanding of your information and communication needs in order for us to provide you with a better service; and
- maintain and develop our business systems and infrastructure, including testing and upgrading of these systems.

Also, your personal information is collected so that we, and our related bodies, can promote and market services to you (including by way of direct mail, telemarketing, email, SMS and MMS messages). This is to keep you informed of products, services and special offers and may continue after you cease acquiring services from us. If you do not wish us, our related bodies or our dealers to contact you to promote and market products, services and special offers to you, please call 1300 006 416.

### When we disclose your personal information

In order to deliver the services you require, we may disclose your personal information to outside organisations. Your personal information is disclosed to these organisations only in relation to us providing our services to you.

These organisations carry out our:

- customer enquiries;
- mailing operations;
- billing and debt-recovery functions;
- information technology services;
- installation, maintenance and repair services;
- marketing, telemarketing and door-knocking services;
- market research; and
- website usage analysis.

We take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

### In addition, we may disclose your personal information to:

- your authorised representatives or your legal advisers (e.g. when requested by you to do so);
- credit-reporting and fraud-checking agencies;
- credit providers (for credit related purposes such as credit-worthiness, credit rating, credit provision and financing);
- our related businesses or companies;
- our professional advisers, including our accountants, auditors and lawyers;
- other telecommunication and information service providers (for example, if you obtain services from other providers, we may need to disclose your personal information for billing purposes);
- the manager of the Integrated Public Number Database; and
- government and regulatory authorities and other organisations, as required or authorised by law.



## Help us to ensure we hold accurate information

We take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date.

However, the accuracy of that information depends to a large extent on the information you provide. That's why we recommend that you:

- let us know if there are any errors in your personal information; and
- keep us up-to-date with changes to your personal information such as your name or address. If you are a subscriber to one of our online products or services, you may change your personal details by using the relevant facility on our websites.

## You can access your personal information

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons.

We reserve the right to charge a fee for searching for and providing access to your information.

## Nobleheart's Website

Nobleheart provides products and services via its website. When you visit Nobleheart's website ([www.nobleheart.com.au](http://www.nobleheart.com.au)) Nobleheart's web server records anonymous information, such as the time, date and URL of the request. This information assists Nobleheart to improve the structure of its website and monitor its performance.

Nobleheart may use 'cookies' on its website. Cookies are an industry standard and most major websites use them. A cookie is a small text file that the Nobleheart website may place on your computer. Usually, cookies are used as a means for Nobleheart's website to remember your preferences. As such, cookies are designed to improve your experience of [www.nobleheart.com.au](http://www.nobleheart.com.au).

In some cases, cookies may collect and store personal information about you. Nobleheart extends the same privacy protection to your personal information, whether gathered via cookies or from other sources. You can adjust your Internet browser to disable cookies or to warn you when cookies are being used. However, if you disable cookies, you may not be able to access certain areas of our websites or take advantage of the improved website experience that cookies offer.

## IP Addresses

Nobleheart also collects Internet Protocol (IP) addresses. IP addresses are assigned to computers on the internet to uniquely identify them within the global network. Nobleheart collects and manages IP addresses as part of the service of providing internet session management and for security purposes.

## Calling Number Display

Nobleheart's Calling Number Display facility (CND) lets persons who receive phone calls identify who is calling them by displaying the caller's number. CND forms part of the ordinary telephony service that you purchase from Nobleheart. Unless you have chosen to block your (home or mobile) phone number, or have a silent line, CND will usually cause your phone number to be displayed (or logged) - locally and sometimes internationally - on a receiving caller's phone. In other words, CND will enable the disclosure of your phone number to receiving callers (and to other network operators) locally and internationally, unless you take the above measures.

We draw your attention to the ACIF Calling Number Display Code of Practice, which can be viewed at [http://www.acma.gov.au/ACMAINTER.393554:STANDARD:550353612:pc=PC\\_2096](http://www.acma.gov.au/ACMAINTER.393554:STANDARD:550353612:pc=PC_2096). In particular: 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 we receive 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'.

For further information on CND (as well as on CND blocking), please call 1300 006 416.

## Integrated Public Number Database

Nobleheart is required by law to maintain an industry-wide database of phone numbers, known as the Integrated Public Number Database (IPND). The IPND is used to publish public number directories, provide directory assistance, operate emergency call services and safeguard national security. The IPND is not used for other purposes.

To satisfy its legal obligations, Nobleheart is required to provide your phone number (as well as other personal information such as your name, address and service location) to the IPND. If you have a silent line, your number will not be published in public number directories or be disclosed by directory assistants, even though it must be provided to the IPND for the above uses.

## How to contact us

If you have any questions in relation to privacy, please contact us on 1300 006 416 between 9.00am and 5.00pm, Monday to Friday. Alternatively, you can send an email to our Privacy Manager at [connected@nobleheart.com.au](mailto:connected@nobleheart.com.au).