



PRIVACY POLICY

INTRODUCTION

EdgeTel respects your privacy and is committed to the protection of your Personally Identifiable Information. This Privacy Policy has been designed to ensure that the privacy of the information we obtain in the normal course of providing our services is respected and maintained.

APPLICATION

This Privacy Statement applies to all business activities of EdgeTel to the extent that they affect or involve the collection, use, disclosure or handling of personal information. EdgeTel understands the importance to its clients and to their customers of the discreet and confidential handling of their personal information. It is EdgeTel's policy to comply with the requirements of the Privacy Act 1988 and the National Privacy Principles contained in that Act in all activities of EdgeTel involving the collection, use, disclosure and handling of personal information. In this Privacy Statement, Personally Identifiable Information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion (source: Privacy Act 1988).

COLLECTION

In order to provide you with the highest standard of telecommunications services, EdgeTel will request and retain certain Personally Identifiable Information from its customers. It will do this by lawful and fair means and not in an unreasonably intrusive way. Where practicable, EdgeTel will make known the purpose for which it is collecting Personally Identifiable Information and will collect Personally Identifiable Information concerning an individual only from that individual.

WHAT INFORMATION IS RETAINED

EdgeTel recognises that any Personally Identifiable Information is very important to you, and that you have a right to control the use and dissemination of that information. EdgeTel's purpose in collecting this information is to make your experience as a customer or prospective customer a positive one. EdgeTel

- To verify your identity; To provide and/or change the service you request to purchase;
- To provide you with customer service;
- To ensure that our website is customer friendly, informative and easy to access;
- To create new services that may be of interest to you;
- To protect our customers, employees or property (e.g., to investigate fraud, harassment or other types of illegal activity);
- To bill you, conduct credit reference checks, or to initiate debt recovery;
- To anticipate and resolve problems with your EdgeTel service;
- and To inform you of new products, promotions or other marketing initiatives.

DATA SECURITY

EdgeTel prides itself on the sophistication of its data security systems. In particular all databases maintained by EdgeTel are protected by secure network links. Our security measures include firewalls, hardware and software encryption, password protection, virus protection and internal quality procedures.

OPENNESS

On request by individuals, EdgeTel will make known to those individuals the types of Personally Identifiable Information it holds, the purpose for which it is held and how EdgeTel collects, holds and uses that information.

ACCESS & CORRECTION

On request by an individual, but subject to the exceptions prescribed by the National Privacy Principles, either EdgeTel or its client for whom the information is held will provide the individual with access to their Personally Identifiable Information and will allow that individual a reasonable opportunity to correct any inaccuracies or out-of-date information.

IDENTIFIERS

EdgeTel will not use tax file numbers or other government-issued identifiers, other than an ABN, to identify a record of Personally Identifiable Information relating to an individual.

SENSITIVE FINANCIAL INFORMATION

EdgeTel will apply particularly stringent procedures to its collection, use, disclosure and handling of any Personally Identifiable Information which includes sensitive information (e.g., information concerning financial position, payment history and purchase patterns). Notwithstanding this, EdgeTel may disclose or receive Personally Identifiable Information or documents about you to/from: credit providers or credit reporting agencies for the purposes permitted under the Privacy Act; law enforcement agencies to assist in the prevention of criminal activities; our service and content providers, dealers and agents, or any company within the EdgeTel group for purposes that are related to providing you with a telecommunications service which would be reasonably expected. Unless you consent, we will not disclose your Personally Identifiable Information to third parties, other than those who have contracted with EdgeTel to keep the information confidential, or who are subject to obligations to protect your personal information.

SUBCONTRACTORS & CHANNEL PARTNERS

EdgeTel requires strict compliance with the National Privacy Principles by all of its subcontractors and channel partners.

HOW TO ACCESS YOUR PERSONAL INFORMATION

Upon your request, EdgeTel will take reasonable steps to let you know, generally, what sort of Personally Identifiable Information we hold, for what purposes and how we collect, use and disclose that information. Upon your request, EdgeTel will provide access to the Personally Identifiable Information we hold about an individual, except in certain prescribed circumstances, including emergency