

## PRIVACY POLICY

This is the privacy policy of TFNQ Pty Ltd, trading as Telequip, which outlines our commitment to you in respect of the collection and use of personal information in accordance with the Privacy Act 1988 (Cth). This policy only applies to personal information that identifies a person or could reasonably identify a person. It does not apply to 'de-identified' or 'anonymised' information where the individual cannot be identified from the information.

### **The kinds of personal information that Telequip collects and holds:**

In order for Telequip to provide services to you, we will need to collect from you, and hold, some personal information about you. That information may include your name, your address, your telephone numbers, including your mobile number, email addresses, date of birth, bank account or credit card details, password details for accessing Telequip Managed Services (TQMS). You may also choose to provide similar details of your authorised representative, such as another owner in your business. You must ensure that you have obtained the consent of such persons, for us collecting and holding their personal information.

If you are unwilling to provide us with some details, we may not be able to supply you with a service that you wish to acquire. It is not possible to acquire services from Telequip under a pseudonym.

### **How Telequip collects and holds personal information:**

Telequip collects personal information about you when you apply for a service either over the telephone, through an online process, or through completion of a form with a Telequip sales representative or directly when you require assistance with service provisioning or fault management. Telequip may also collect personal information about you in accordance with its obligations under the data retention provisions of the Telecommunications (Interception and Access) Act 1979 (Cth).

Telequip takes reasonable steps to protect personal information we hold from misuse, interference and loss and from unauthorised access, modification or disclosure. We take reasonable steps to destroy or de-identify personal information if we no longer need the information for any permitted purpose or if we are not required by law to retain the information.

### **The purposes for which Telequip collects, holds, uses and discloses personal information:**

Telequip will only use your personal information for the following purposes:

- to verify your identity;
- to provide and develop the services that you require;
- to administer and manage those services including charging, billing, obtaining payment, fault management, complaint handling and debt collection;
- to communicate with you directly, via email, fax, phone, SMS and by other means of communication about service usage, service charges, events, marketing material, Telequip products and services, complaint and fault management, and other ways the service provided to you could be improved;
- to conduct appropriate checks for credit worthiness and for fraud;
- as required or authorised by law (including under the Telecommunications (Interception and Access) Act 1979 (Cth) and the Telecommunications Act 1997 (Cth));
- as required by or in accordance with any mandatory industry code or standard registered under the the Telecommunications Act 1997 (Cth); and
- to comply with requests for information issued to Telequip by agencies and courts that are entitled to obtain the information under Australian law.

The above uses may require disclosure of your personal information to third parties including:

- to service providers who provide services to us, such as providers of telecommunications services;
- to credit reporting agencies;
- to third parties where you have given consent to the disclosure; and
- to government, law enforcement and national security agencies and regulatory bodies where this is necessary for us to comply with our legal obligations.

If you do not wish to receive marketing material from Telequip about Telequip events, products and services, you may send an email with your full name and customer ID to [info@telequip.net](mailto:info@telequip.net) and Telequip will not send to you any communications about such products and services. If you have more than one Customer ID, you must provide all of them.

**How you may access personal information and seek the correction of such information:**

Telequip will take all reasonable steps to ensure that your personal information which we collect, use or disclose is accurate, complete and up-to-date. You can also request that incorrect information about you be corrected or deleted.

If you wish to access the information we hold about you, please contact our privacy compliance officer and we will respond to you within 30 days. Find below information on how to contact our privacy compliance officer. A handling fee may be payable so that we can obtain the information you require.

**How you may complain about a breach of privacy:**

If you have any complaints about our privacy practices or would like further information, please contact our privacy compliance officer. Telequip's general complaint handling policy is also applicable for complaints about privacy and sets out an external body which can handle a complaint if you remain dissatisfied (see <http://www.telequip.net/complaints.php>).

**Disclosure of personal information to overseas recipients:**

Telequip operates only in Australia and will not share any of your personal information with organisations outside Australia. It is not always practicable to know in which country your information may be held, for example, when your personal information is stored in the cloud. In these types of circumstances, disclosures may occur outside Australia. Overseas organisations will be subject to their own laws and may be required to disclose information that we share with them. In those instances, we will not be responsible for that disclosure.

**Contact:**

Telequip's privacy officer can be contacted in the following ways:

Mail: The Privacy Compliance Officer, 137 Sheridan St, Cairns, QLD, 4870

Email: [compliance@telequip.net](mailto:compliance@telequip.net)

Phone: 07 4047 7000

Fax: 07 4047 7090

**Policy Updates:**

Telequip is continuously improving and enhancing its products and services to our customers and we may update this policy from time to time. Any changes to this policy will be updated on the Telequip website (<http://www.telequip.net/services/privacy-policy.php>).