

Privacy Policy

FireNet Pty Ltd ACN 087 892 920 (“we”, “our” or “us”) is committed to the protection of personal privacy. We will handle all personal information in compliance with Australian laws, including telecommunications laws and regulations and the Privacy Act 1988 (Cth). We are bound by, and will handle all personal information in compliance with, the Australian Privacy Principles. This Privacy Policy covers our treatment of personal information that we collect, use, and disclose.

We may update this Privacy Policy from time to time. The most current version will be located on our website and is also available by contacting our Privacy Officer by email or at the address set out below. By providing any personal information to us, including by any online or electronic means, you consent to the collection, use and disclosure of your personal information in accordance with this Privacy Policy.

Types of personal information collected.

The types of personal information that we collect, and hold will vary depending on your dealings with us. This information may include any or all the following:

- name, address(es), telephone number(s) and other contact details;
- electronic address(es) (such as an email address);
- payment information (such as credit card or bank details);
- details containing personal identification documents;
- other personal information required to provide our services; and
- transaction details relating to your use of our products, services or benefits

We will not collect sensitive information from you or any third party.

From time to time, you may provide us, and we may collect from you, personal information about a third party. Where you provide the personal information of a third party, it is your responsibility to ensure that those persons are aware of this Privacy Policy, understand it and agree to our use of their personal information in accordance with this Privacy Policy.

You do not have to provide us with any personal information, however if you do not do so we may not be able to provide you with the products, services or benefits you have requested.

How we collect personal information.

Generally, we collect personal information directly from you, such as:

- when you submit information through our website;
- in person or during a telephone conversation;
- in the course of us providing you with a requested product, service or benefit; or
- when you have other dealings with us.

We collect personal information through:

- our business partners; and
- third parties who supply services to us

Why we collect, use, and disclose personal information.

We will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, or where authorised or required by law.

We will collect personal information for the following purposes:

- to establish and maintain your relationship with us;
- to provide the products or services you have requested from us; or
- to answer any inquiry you make.

We may also disclose your personal information to third parties who work with us in our business to provide, promote or improve the products or services you have requested or are interested in, such as:

- our service suppliers and subcontractors;
- couriers and delivery contractors;
- marketing consultants and promotions companies; and
- consultants and professional advisers.

Direct marketing.

We may use your personal information to provide you with further information about our products and services, including new products and services offered by us that we believe may be of benefit to you. You may opt-out of receiving this information.

Otherwise, we do not use or disclose your personal information for the purposes of direct marketing.

How we store and protect personal information

We may store personal information in a combination of computer storage facilities, paper-based files and other records. In so doing, we have taken numerous steps to protect your personal information from misuse, interference and loss, and unauthorised access, modification or disclosure.

We take reasonable steps to destroy or permanently de-identify personal information when we no longer need it.

The internet is not a secure method of transmitting information. Accordingly, other than where we use secure socket layer technology (SSL) or other encryption technology to ensure information is securely transmitted and processed, we cannot and do not accept responsibility for the security of information you send to or receive from us over the internet, or for any unauthorised access or use of that information.

Do we send personal information overseas?

We do not transfer your personal information outside Australia.

How you can access your personal information

We will take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date. If your personal details change, such as your address or phone number, please contact our office by calling 1300 636 636 or emailing Privacy_officer@firenet.com.au.

At your request, we will provide you with a copy of any personal information which we hold about you, unless an exception under the Privacy Act 1988 applies. We may charge a fee for retrieving this information, in which case we will inform you of the fee and obtain your agreement to that fee before providing the information.

We will promptly acknowledge and investigate any complaint about the way we manage personal information.

How to contact us or make a complaint

If you have any questions about this Privacy Policy, if you wish to update information, we hold about you or if you wish to make a complaint about our collection, use or disclosure of your personal information under this Privacy Policy, please contact:

The Privacy Officer

Privacy_officer@firenet.com.au

Building C, Level 5
11 Talavera Road
Macquarie Park NSW 2113
Australia

We will take reasonable steps to remedy any issues resulting from our failure to comply with our privacy obligations. Last updated February 2023