

SipTalk Privacy Statement

Protecting your privacy

1.1 SipTalk are committed to providing you with the highest level of customer service, including protecting your privacy.

1.2 Please find below some information on our privacy policy. This includes information on what data we collect; when data is collected; when data is passed to external organisations; and how data is stored and/or recorded. We recommend that you keep a copy of this information for future reference. This information may be updated from time to time to reflect changes in Australian law or SipTalk policy.

1.3 Sip Talk will not disclose your information to any other parties other than as required to provide you with your service or as required by law.

1.4 Access to your personal information will be limited to Sip Talk staff members unless deemed appropriate by management.

About us

1.5 SipTalk provide a range of communication services and products, directly and through our carriers, subcontractors and other contractually related parties.

Your personal information

1.6 Personal information held by us may include your name, current address, telephone or mobile phone number, email address, credit card details, your SipTalk username and password, and any other documents or information we may require to verify your details or provide a service to you. We also hold details of your SipTalk services.

1.7 If you choose not to provide certain personal information (e.g. your current address), we may not be able to provide you with our service.

How we collect personal information

1.8 We collect personal information in a number of ways. This may include;

- (a)** Directly from you, when you provide information by phone, email, in application forms or other agreements or when you submit your personal details through our website.
- (b)** When you visit our websites.
- (c)** From third parties such as our related companies, credit reporting agencies or your representatives;
- (d)** From publicly available sources of information;
- (e)** From our own records of how you use your SipTalk services.

How we use your personal information

1.9 Your personal information may be used to;

- (a)** Verify your identity;
- (b)** Assist you when subscribing to our services;
- (c)** Provide the services you require;
- (d)** Administer and manage those services, including charging and billing;
- (e)** Inform you of ways the services provided to you could be improved;

- (f)** Conduct checks to prevent or investigate fraud or suspicious activity at our discretion or where obliged by law;
- (g)** Research and develop our services;
- (h)** Gain an understanding of your information and communication needs in order for us to provide you with a better service;
- (i)** Maintain and develop our business systems and infrastructure, including testing and upgrading of these systems.

1.10 Your personal information is collected so that we, our related bodies, and our agents can promote and market services to you (including, but not limited to, by direct mail, telemarketing and email). We do this to keep you informed of our 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 contact us at privacy@siptalk.com.au

When we disclose your personal information

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

1.12 These organisations carry out our;

- (a)** billing;
- (b)** support services, including customer services and technical support;
- (c)** marketing, telemarketing and door-knocking services; and
- (d)** market research;

1.13 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.

1.14 In addition, we may disclose your personal information to;

- (a)** Your authorised representatives or your legal advisers (e.g. when requested by you to do so). To appoint an authorised representative for your SIP Talk account please send an email to privacy@siptalk.com.au with your account details and the contact details of your authorised representative.
- (b)** Fraud-checking agencies;
- (c)** Our related companies;
- (d)** Our professional advisers, including our accountants, auditors and lawyers;
- (e)** 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);
- (f)** The manager of the Integrated Public Number Database
- (g)** Government and regulatory authorities and other organisations, as required or authorised by law; and
- (h)** Organisations who manage our business and corporate strategies, including those involved in a transfer/sale of all or part of our assets or business (including accounts and trade receivables).

Help us to ensure we hold accurate information

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

1.16 However, the accuracy of that information depends to a large extent on the information you provide. That is why we recommend that you;

(a) Let us know if there are any errors in your personal information; and

(b) 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 services, you may change your personal details by logging into your account via our website.

1.17 You should also be aware that there is a legal obligation on you to ensure that your information is correct and up to date. To ensure you are compliant with this obligation, we strongly recommend that you always make sure any information we have recorded for you is current and correct.

You can access your personal information

1.18 You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to see what information we hold about you, please let us know. You may be required to put your request in writing so we have a record that you have requested this information.

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

How to contact us

1.20 You can contact us by email. Our email address for privacy enquiries is privacy@siptalk.com.au