

## Privacy Policy

### 1. About This Policy

This Privacy Policy explains how **Business Telecom Australia Pty Ltd trading as Business Telecom (ABN 54 606 253 418)** (“Business Telecom”, “we”, “us”, “our”) collects, holds, uses, discloses and protects personal information.

Business Telecom is a telecommunications **Carriage Service Provider (CSP)** and is committed to handling personal information in accordance with applicable privacy and telecommunications laws.

### 2. Telecommunications-Specific Obligations

Business Telecom is subject to additional privacy obligations under **Part 13 of the Telecommunications Act 1997 (Cth)**.

This means that information relating to your **affairs or personal particulars**, including telecommunications data, may only be used or disclosed where permitted by:

- the Telecommunications Act 1997 (Cth); and
- the Privacy Act 1988 (Cth).

Where there is any inconsistency, the Telecommunications Act prevails.

### 3. Definitions

- **Personal Information** has the meaning given in the Privacy Act 1988 (Cth).
- **Sensitive Information** includes information about health, sexual orientation, domestic or family violence, and other sensitive matters.
- **Telecommunications Data** includes information relating to the use, availability or operation of a telecommunications service.
- **Related Body Corporate** has the meaning given in the Corporations Act 2001 (Cth).

### 4. What Information We Collect

Business Telecom may collect personal information including:

- name, contact details and identification information;
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- billing, payment and account information;
- service usage and call data;
- credit and verification information;
- customer service interactions and complaints; and
- information disclosed to us in relation to financial hardship or domestic, family or sexual violence (DFSV) support.

## **5. How We Collect Personal Information**

We collect personal information:

- directly from you (for example, via applications, phone calls, emails or online portals);
- from authorised representatives;
- from related bodies corporate, suppliers and service partners; and
- where permitted by law, from public sources or credit reporting bodies.

Where reasonable and practicable, we collect information directly from you.

## **6. Why We Collect, Use and Disclose Information**

Business Telecom collects and uses personal information to:

- supply and manage telecommunications services;
- verify identity and manage accounts;
- bill and process payments;
- respond to enquiries, complaints and support requests;
- comply with legal and regulatory obligations; and
- improve services and customer experience.

We only use or disclose personal information for purposes permitted by law.

## **7. Direct Marketing**

Business Telecom may contact you about products or services where permitted by law.

We comply with:

- the **Privacy Act 1988 (Cth)**;
- the **Spam Act 2003 (Cth)**; and
- the **Do Not Call Register Act 2006 (Cth)**.

You can opt out of marketing communications at any time at no cost.

## 8. Credit Reporting

Business Telecom may disclose information about a customer's account to a credit reporting body **where a serious default has occurred**, and only in accordance with the **Privacy Act 1988 (Cth)** and its related credit reporting provisions.

Before reporting a serious default, Business Telecom will take reasonable steps to:

- notify the customer;
- provide an opportunity to dispute the debt;
- consider any active complaints, financial hardship arrangements, or domestic, family or sexual violence circumstances.

Credit reporting is not used as a routine collection tool and is applied only as a measure of last resort.

Customers have the right to:

- request access to credit-related information we hold about them;
- request correction of inaccurate or incomplete information; and
- make a complaint about credit reporting through Business Telecom or the Office of the Australian Information Commissioner (OAIC).

## 8. Financial Hardship & DFSV Information

Information relating to **financial hardship or domestic, family or sexual violence (DFSV)** is treated as **high-risk and sensitive**.

Business Telecom will:

- limit access to authorised staff only;
- avoid unnecessary recording or repeat disclosure;
- apply enhanced privacy and security safeguards; and

- never require engagement with another account holder or alleged perpetrator.

This aligns with Business Telecom's **Financial Hardship & Payment Assistance Policy** and **DFSV Consumer Support Policy**.

## 9. Disclosure to Third Parties

We may disclose personal information to:

- network providers and wholesale carriers;
- billing, payment and IT service providers;
- regulators, law enforcement and government agencies where required or authorised by law; and
- professional advisers.

Business Telecom does **not sell personal information**.

## 10. Overseas Disclosures

Some suppliers or systems may be located outside Australia.

Where personal information is transferred overseas, Business Telecom takes reasonable steps to ensure the recipient complies with privacy protections equivalent to Australian law, unless an exception under the Privacy Act applies.

## 11. Data Security and Retention

Business Telecom:

- applies technical and organisational safeguards to protect personal information;
- restricts access on a need-to-know basis;
- complies with telecommunications data retention obligations; and
- securely destroys or de-identifies information when it is no longer required.

## 12. Access and Correction

You may request access to, or correction of, your personal information.

Access may be refused where permitted by law, including where providing access would:

- pose a serious threat to safety;
- unreasonably impact the privacy of others; or
- prejudice law enforcement or legal proceedings.

Business Telecom does **not charge** for access or correction requests.

### **13. Anonymous and Pseudonymous Dealings**

Where reasonable and practicable, Business Telecom allows individuals to interact anonymously or using a pseudonym.

### **14. Privacy Complaints**

If you have a privacy concern, please contact us:

 [support@businesstelecom.com.au](mailto:support@businesstelecom.com.au)

 **1300 721 100**

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**:

- Website: [www.oaic.gov.au](http://www.oaic.gov.au)
- Phone: 1300 363 992

### **15. Policy Updates**

This Privacy Policy may be updated from time to time. The latest version will always be available on our website.

*Last updated: 22 April 2026*