

This document sets out Ocean Broadband's Privacy Policy. It details the information handling policies that Ocean Broadband will adhere to in relation to information it collects from you, its customer. Please contact Ocean Broadband on 1300-4-OCEAN if you wish to discuss any matter in relation to this Privacy Policy.

The adoption by Ocean Broadband of this policy demonstrates its commitment to the responsible and confidential handling of personal information provided to it by its customers in accordance with legal requirements for the protection of such information.

Ocean Broadband will maintain and keep confidential all customer data in compliance with the National Privacy Principles as contained in the Privacy Act 1988. Ocean Broadband only collects information from you that is necessary for Ocean Broadband to carry on its business.

The information we request may vary depending on the kind of services you request from us and the use you decide to make of those services.

The kinds of personal information we hold about you may include:

- your name and address, email address and contact details;
- credit/debit-card number and/or bank account details;
- credit information about you from an existing or previous credit provider or a credit reference agency;
- records of communications between you and us that pertain to services we provide to you;

We do not need to collect, as a general rule, information of a sensitive nature. Where we do however, it will be for the purposes of providing you with our services and we will ask for your consent to collect it where the law requires us to do so.

We may use your personal information for the following purposes:

- where applicable, to check your credit application;
- to provide equipment and services to you;
- in the assessment and resolution of any complaint you may raise about equipment and services we provide to you;
- to effect collection of any overdue amounts in respect of equipment and services we provide to you;
- to evaluate and fix any faults in respect of equipment and services we provide you;
- to conduct analysis of the performance of equipment and services we provide to you and to send you information on additional or enhanced services available from us

We may use your personal information to bring to your attention our services and products that become available from time to time, unless you ask us, by writing to us at our registered address, not to.

We may also use or disclose your personal information to:

- contractors and/or other suppliers where necessary to enable us to provide products and services to you;
- to government agencies or their agents i.e., the Australian Communications Authority (ACA) and the Telecommunications Industry Ombudsman (TIO);
- other entities and individuals who provide services to us that are related to the products and services we provide to you, i.e., to our sales agents and to installation/service contractors, direct mail service providers and to any entity or to anyone to whom our Customer Relationship Agreement is transferred, sold or assigned;
- in certain circumstances, where we may be required or permitted by applicable laws to use or disclose personal information about you, including your name, address and other details. Such uses or disclosures may include, without limitation: disclosures to law enforcement agencies for purposes relating to the enforcement of criminal and other laws;
- satisfy our obligations in regard to uses or disclosures in accordance with orders made by a court or if required or authorised by law;
- lessen or prevent serious threats to an individual's health or safety or to public health or safety.
- assist in our internal investigations into fraud or suspected criminal or otherwise unlawful activities;
- a duly authorised officer of an enforcement agency where its disclosure has been certified as reasonably necessary by said officer;
- relevant persons, agencies or authorities where Ocean Broadband has reason to suspect that unlawful acts have been, or are being, engaged in.

Ocean Broadband takes reasonable precautions to protect personal information it holds from misuse, loss and from unauthorised access, alteration or disclosure. It takes reasonable steps to eliminate personal information if it is no longer needed for any purpose.

Reasonable measures are taken by Ocean Broadband to ensure that personal information it collects, uses or discloses is accurate, complete and up-to-date. Ocean Broadband uses its best endeavors to ensure that personal information is relevant, accurate, complete and current for the purpose for which it is to be applied, both at the time of collection and before each use.

When requested Ocean Broadband will take reasonable steps to inform individuals, in general terms, what sort of personal information it holds, how it collects it and for what purposes it uses and discloses that information.

Where an individual makes a request and Ocean Broadband holds personal information about an individual, Ocean Broadband will provide the individual with access to the information in a form suitable to the individual's reasonable needs, except to extent that :

- providing access would have an unreasonable impact upon the privacy of other individuals; or
- the request for access is vexatious or frivolous; or
- providing access would pose a serious and imminent threat to the life or health of any individual; or
- the information relates to existing or anticipated legal dispute resolution proceedings between Ocean Broadband and the individual, and the information would not be accessible by the process of discovery in those proceedings; or
- providing access would reveal Ocean Broadband's intentions in a way that could prejudice any negotiations with the individual; or
- denying access is required or authorised by or under law; or
- providing access would be unlawful; or
- providing access would be likely to prejudicial to an investigation of possible unlawful activity; or
- providing access would be likely to prejudice the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law; or
- the enforcement of laws relating to the confiscation of the proceeds of crime; or
- where providing access would reveal information generated within Ocean Broadband that is commercially sensitive Ocean Broadband may elect to provide an explanation to the individual of the commercially sensitive decision rather than direct access to the information.

Where Ocean Broadband charges for providing access to personal information, those charges will not be excessive and will not apply to lodging a request for access.

If Ocean Broadband is not required to provide the individual with direct access to information, it will consider whether the use of a mutually agreed intermediary is reasonable in the circumstances and would allow sufficient access to meet the needs of both parties.

Where Ocean Broadband holds personal information about an individual and the individual establishes that the information is not accurate, complete and up to date, Ocean Broadband will take reasonable actions to correct the information so that it is accurate, complete and up to date.