

1. INTRODUCTION

Fibre Up Pty Ltd (Fibre Up, we, us, our) is committed to protecting your privacy and handling your personal information in an open and transparent manner.

This Privacy Policy explains how we collect, use, disclose, store and protect your personal information when you:

- apply for or use our telecommunications services (including wireless and FTTP internet services);
- interact with us via phone, email, website or support channels; or
- otherwise deal with us in the course of our business.

This policy is designed to comply with:

- the *Privacy Act 1988 (Cth)* and the **Australian Privacy Principles (APPs)**;
 - the *Telecommunications Act 1997 (Cth)*;
 - ACMA regulatory requirements; and
 - related telecommunications consumer protection obligations.
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2. WHAT PERSONAL INFORMATION WE COLLECT

We may collect the following types of personal information:

2.1 Identity and Contact Information

- name, date of birth, address, email address, phone number;
- proof of identity details where required;
- authorised representative or advocate details (if applicable).

2.2 Account and Billing Information

- service address and service identifiers;
- billing and payment details (including bank account or credit card details);
- account history, invoices and payment status.

2.3 Telecommunications and Usage Information

- service type, plan and features;
- network usage data (such as volume of data transferred);
- fault reports and service performance information.

2.4 Credit and Hardship Information

- credit-related information permitted under the Privacy Act;

- information relevant to financial hardship assessments (where applicable).

2.5 Communications and Support Records

- records of calls, emails, chats or other communications with us;
 - complaint and dispute records.
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3. HOW WE COLLECT PERSONAL INFORMATION

We collect personal information:

- directly from you (for example, when you apply for a service or contact support);
 - from authorised representatives or advocates acting on your behalf;
 - from third parties such as payment processors, credit reporting bodies, or suppliers (where permitted by law);
 - automatically through the use of our website and systems (such as IP address and usage logs).
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4. WHY WE COLLECT AND USE PERSONAL INFORMATION

We collect, use and disclose personal information for purposes including:

- providing, activating, managing and maintaining your services;
- billing, payment processing and debt recovery;
- identity verification and fraud prevention;
- managing faults, outages and customer support requests;
- handling complaints and disputes;
- complying with legal and regulatory obligations (including ACMA and law enforcement requirements);
- managing financial hardship arrangements;
- improving and developing our services;
- communicating with you about your service, including important service notices.

We will not use your personal information for a purpose unrelated to the above unless required or permitted by law, or with your consent.

5. DISCLOSURE OF PERSONAL INFORMATION

We may disclose your personal information to:

- our employees, contractors and agents who need it to perform their duties;
- suppliers and service providers (such as network operators, installers, billing providers, IT providers);

- credit reporting bodies and debt collection agencies (where permitted);
- regulatory authorities, including ACMA, the TIO, and law enforcement agencies;
- other parties where required or authorised by law.

We take reasonable steps to ensure third parties handle your information securely and only for authorised purposes.

Overseas Disclosure:

- Some of our service providers may store or process personal information overseas, including in countries where cloud or technology providers operate.
- Where we disclose personal information overseas, we take reasonable steps to ensure it is handled in accordance with the APPs.

6. TELECOMMUNICATIONS-SPECIFIC INFORMATION

6.1 Network and Usage Data

We collect and use telecommunications data (including metadata and usage information) to:

- operate, manage and secure our network;
- diagnose faults and performance issues;
- comply with lawful requests from authorities;
- meet obligations under the *Telecommunications Act 1997*.

We do not monitor the content of your communications except where required or permitted by law.

6.2 Call Recording

Calls to and from Fibre Up may be monitored or recorded for training, quality assurance, and dispute resolution purposes. Where required, we will inform you.

7. MARKETING COMMUNICATIONS

We may send you information about our services where permitted by law. You may opt out of marketing communications at any time by contacting us or using unsubscribe options provided.

We do not sell your personal information.

8. STORAGE AND SECURITY OF PERSONAL INFORMATION

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

This includes:

- secure IT systems and access controls;
- encryption and secure payment processing;

- staff training and confidentiality obligations.

Personal information may be stored in Australia or overseas in secure systems operated by our service providers..

We retain personal information only for as long as necessary to fulfil the purposes outlined in this policy and to comply with legal and regulatory obligations. When personal information is no longer required, we take reasonable steps to securely destroy or de-identify it.

9. ACCESS AND CORRECTION

You have the right to:

- request access to the personal information we hold about you; and
- request correction of inaccurate, incomplete or out-of-date information.

Requests can be made by contacting us using the details below. We may require identity verification and may charge a reasonable administrative fee where permitted.

10. COMPLAINTS ABOUT PRIVACY

If you have a complaint about how we handle your personal information:

1. Please contact Fibre Up first using the details below.
2. We will investigate and respond within a reasonable timeframe.
3. If you are not satisfied, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

OAIC: 1300 363 992 | www.oaic.gov.au


11. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. The latest version will be published on our website. Where changes are significant, we will take reasonable steps to notify you.

12. CONTACT US

Fibre Up Pty Ltd

PO Box 3906, Mosman NSW 2088

 1300 001 294

 info@fibreup.com.au

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