



Globalgig Australia

Privacy Policy

Valid as of 12 March 2014

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1 We are committed to protecting your privacy

Globalgig Australia Pty Limited ABN 48 159 378 097 (referred to in this document as “**Globalgig**”, “**we**” or “**us**”), are committed to protecting your privacy, so we are strict about how we handle your personal information.

This Privacy Policy outlines how we collect, store, use and disclose the personal information you provide us.

2 We comply with Australian Privacy Laws

This Policy also confirms Globalgig’s obligations under the Privacy Act 1988 (“Privacy Act”) and the Telecommunications Act 1997.

3 Why we collect personal information

We collect personal information from you to provide you with products and services. Without this we would not be allowed to by law provide you with the products and services you want.

The collection of this personal information allows us to provide a responsive and informed customer care service, to issue you with accurate and personalised bills, and enables us to enhance and tailor our products and services to meet your needs.

4 Types of personal information we collect

We may collect personal information like

- your name, date of birth, gender, and contact details including your physical address, email and telephone number;
- your credit card details;
- information to verify your identity such as your drivers licence number or other approved government ID;
- information relating to your credit worthiness;
- how and where you purchase and use our products and services;
- information about your account;
- information you provide us through customer surveys; and
- how you use our products and services including the date, time, volume of data sent or received, and your general location at the time.

5 How we collect personal information

We collect your personal information in a number of ways, including

- when you complete a Globalgig account application, service enquiry form, or similar;
- from other companies in the Globalgig group;
- when you take part in competitions or surveys;
- from third party companies like credit reporting agencies, law enforcement agencies and other government entities;
- from publicly available sources of information like market research providers;
- when you visit our website, online store, Facebook page and other pages that we own and manage;
- when you call us, we may record your call for training, quality and business purposes; and
- from other equipment that may collect information about your usage (including location-based information);

We may also collect information by other means and will take all reasonable steps to inform you if and when we do.

6 How we use cookies

We, and selected third party companies, may use cookies (feature built into your browser that assigns you a 'user ID'), to follow the pattern of movements of web users. Cookies let us know which pages on our website you visit, in what order and how often. By themselves, cookies can't be used to discover your identity – they merely identify your computer to our servers when you visit us.

Cookies only provide us aggregate statistical data, and are not used to record any personal information such as your name, address or e-mail address. If we use cookies for advertising purposes, you will always have the choice to opt-out of these ads.

If you are unhappy about having a cookie assigned to you, you can set your browser to refuse cookies.

7 How we may use your personal information

We may use your personal information for a number of purposes, including

- processing your order or application to become a Globalgig customer;
- verifying your identity;
- carrying out credit checks and credit scoring activities;
- providing you with the products and services you have ordered from us;
- generating bills, managing your account and collecting the money you have spent on Globalgig products and services;
- dealing with your requests, enquiries or complaints and other customer care activities;
- marketing our products, and carrying out market, product and service analysis activities generally;
- analysing the products and services and other things that interest you, and the locations in which you use your products and services, in order to provide you with products and services suited to your needs, interests, and location;
- contacting you about our products and services and those offered under other brands that our group owns – which may include marketing these products to you;
- registering your details and fulfilling any requests or requirements you may have in relation to competitions, promotions, rewards, discounts, loyalty schemes or any other benefits available to you as a customer;
- carrying out any activity required by, or authorised by the government or any legal or regulatory authority in connection with our business generally, or specifically in connection with any legal proceedings, crime, fraud or other unlawful activity prevention, detection, investigation or prosecution;
- training our staff; and
- for any other purposes that would be reasonably expected.

For other purposes, we will obtain your consent to use your personal information.

8 Direct marketing communications

We may send you direct marketing communications and information about

- our products, services, discounts, special promotions and competitions that we consider may be of interest to you;
- offers or promotions based on how you use our products and services; and
- other companies' products and services, if you've chosen to receive this information;

The direct marketing communications may be sent to you in various forms, including by email, telephone, fax or post.

9 How to opt-out of marketing communications

If you'd rather not receive our direct marketing communications, you can contact us to opt out. You can also use any opt-out methods provided in our marketing communications.

We will still need to send you essential information about your account, and/or changes to your service or plan, and other information required by law.

10 Who we may provide your personal information to

We may disclose or share your personal information both within and outside Australia, or receive personal information about you from:

- Globalgig Australia and other companies in the Globalgig group;
- Optus and its related bodies corporate including information relating to your affairs or personal particulars (including any listed or unlisted telephone number, address or account history) or your use of the Service for the purpose of:
 - supplying the Services; or
 - marketing purposes, including the supply to you of information by electronic message (for example SMS);
- our dealers, distributors and agents, or any other Globalgig related company for purposes that are connected with providing you with our products and services, and with which you would reasonably expect us to disclose, share or receive personal information about you;
- our device manufacturers and repairers;
- our providers of marketing, research, call centre and telemarketing services;
- your authorised representatives or legal advisors;
- our professional advisors including lawyers, accountants, tax advisors and auditors;
- credit providers or credit reporting agencies for the purposes permitted under the Privacy Act and credit reporting legislation;
- debt collection agencies and other parties that assist with debt-recovery functions;
- law enforcement bodies to assist in their functions, Courts of law or as otherwise required or authorised by law;
- emergency services or other service providers assisting in emergency situations;
- regulatory or government bodies for the purposes of resolving customer complaints or disputes both internally and externally or to comply with any investigation by one of those bodies;
- other telecommunications services providers for the purposes of both unwelcome calls and mobile number portability issues;
- the operator of the Integrated Public Number Database (IPND), to assist emergency services and safeguard national security; and
- any other person or for any other purposes that would be reasonably expected.

11 We may disclose your personal information outside Australia

We may disclose personal information to other companies in the Globalgig group as well as third party suppliers and service providers located overseas, and we will take reasonable steps to make sure the overseas recipients of your personal information do not breach the privacy obligations relating to your personal information.

We may disclose and store personal information outside Australia, including

- Companies in the Globalgig group in the UK and USA; and
- Globalgig's suppliers and service providers in UK, USA and India.

12 Security of your personal information

We take all reasonable steps to securely store your personal information so it's protected from unauthorised use, access, modification or disclosure. This includes both physical and electronic security measures.

13 Protecting your account from unauthorised access

Anyone who knows your account details can access your account. You must keep your account details secure and only share these details with people you authorise to access and manage your Globalgig account. We accept no responsibility for information disclosed to parties who know your account details.

14 Quality of personal information

We aim to keep the personal information we hold about you accurate, complete and up-to-date. If you think our records need to be corrected please contact us.

15 How to access your personal information

If you ask us, we will usually give you access to the personal information we hold about you, unless there is some legal, law enforcement, public health and safety, or specified business issue that prevents us. We will always confirm your identity before giving access to your personal information.

16 How to contact us

By phone	1300 281 582
By email	customercare@globalgig.com
By mail	Globalgig Australia Pty Ltd, GPO Box 2766, BRISBANE QLD 4001