



PRIVACY POLICY

CRISP Wireless is committed to providing superior customer service, and protecting our customers' personal information is extremely important to us. We must operate within the rules outlined in the *Telecommunications Act 1997* and the *Telecommunications (Interception and Access) Amendment (Data Retention) Act 2015*.

This policy applies to all who use, may use, or are applying to use our services and details how we collect, use, share and hold your personal and credit-related information.

TYPES OF INFORMATION WE COLLECT

CRISP Wireless collects personal information from our customers when it is reasonably necessary for our business purposes. That means we collect information to supply you with the products you have asked for and to provide you with the best possible service. The information collected may include your name, address, date of birth, contact details, payment information, and, at times, credit-related information.

CRISP Wireless may also collect personal information from your visits to our website for CRISP Wireless' marketing and statistical purposes.

CRISP Wireless complies with Australian government laws and obligations towards your privacy under the *Telecommunications Act 1997*, *Telecommunications (Interception and Access) Amendment (Data Retention) Act 2015*, the *Do Not Call Register Act 2006*, the *Spam Act 2010*, and *Privacy Act 1988* and is bound by the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988*.

CRISP Wireless collects information (including, but not limited to, personal information) regarding the use of our services to comply with the *Telecommunications (Interception and Access) Amendment (Data Retention) Act 2015* (the 'Act'). This Act amends the *Telecommunications (Interception and Access) Act 1979* and the *Telecommunications Act 1997* to introduce a statutory obligation for Australian telecommunications service providers to retain, for a period of two years, particular types of telecommunications data, and introduces reforms applying to the access of store communications and telecommunications data under the original Act.

The Act requires us to collect information about the types of and uses of the services we provide, including but not limited to:

- the source and destination of communications such as emails and phone calls.
- connection and disconnection of an internet service.

The Act precludes the collection of internet browsing data and the content of any communication.

We collect information from your device when you use our products and services, such as when visiting our website. We may use cookies (small text files that are stored by your web browser) or other similar technologies for these purposes. Some examples of cookies that we use or collect are:

- Web Analytics Cookies – to understand anonymous and aggregated website behaviour, such as how many visitors are using our websites, length of visit, where visitors are navigating, and what pages have been visited.
- Online Advertising Cookies – to ensure that our online advertising is more relevant to you and keep you from repeatedly seeing the same advertising from us.





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The data collected from cookies is anonymous and is not matched with any identified individual. You can usually remove or block cookies and opt out of interest-based tracking by using the settings in your web browser application or mobile device, however, it may affect your ability to use and fully experience our website.

INFORMATION WE DO NOT COLLECT

CRISP Wireless will not collect any information regarding the content of your communications (including any personal information therein), and this includes email, voice and internet browsing. We will not access any information you store on infrastructure located in our data centres or hosted on virtual infrastructure at any time.

WHAT WE DO WITH THE INFORMATION WE COLLECT

Personal information is used for the purposes of creating an account and providing services and security as part of our service to you or the entity you represent. For the purposes of service delivery, CRISP Wireless may share your personal information with third-party organisations such as:

- Suppliers we use to provide the service to you
- Technicians we engage to resolve faults concerning your service
- Debt collection agencies and similar parties that assist with debt recovery
- Your authorised representative in the manner as you have approved
- Our professional advisers, including accountants, auditors and lawyers
- Other telecommunications and information service providers, for example, for billing purposes

Any personal information collected from cookies (or similar technology) in relation to our website is used for systems and marketing improvement only. CRISP Wireless will not sell any personal information collected.

Any information (including any personal information) we are required to collect and store pursuant to our legal obligations may be disclosed to:

- A duly authorised government, regulatory authority or other organisation such as the TIO, when we are required or specifically permitted by law to do so or to resolve customer complaints or disputes
- A specified recipient if a court order compels us to do so, and
- Law enforcement agencies concerning the enforcement of criminal and other laws if we are compelled or required to do so.

Access to this information is governed by the Act.

HOW WE HOLD PERSONAL INFORMATION

All information (including any personal information) stored by CRISP Wireless is kept on secure servers within our data centre environment within Australia.





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We implement a variety of security measures to protect the information we hold, some of which include:

- Verifying ID before personal information is disclosed to any person, including yourself
- Storing information on controlled systems, secured against unauthorised access
- Limiting access so that only users who require access to personal information to perform their duties can access it
- Retaining logs of the access and modification of information
- Encryption of data in storage and during transit; and
- Staff training with the requirement to sign acknowledgments of their obligations in relation to confidentiality and appropriate use of our IT systems.

HOW TO ACCESS & UPDATE YOUR PERSONAL INFORMATION

If your contact details have changed, it's important to let us know. Otherwise, we may not be able to contact you with important updates relating to your internet service. You can update your details by logging into the Customer Portal or by contacting us by phone, text or email.

If you wish, you can request a copy of the information we hold on file for you. To protect your privacy and the security of the information we hold, we'll need to verify your identity first, and we'll also ask if there's any particular information you're after.

There is no charge for requesting a copy of the information we have on file for you.

HOW TO MAKE A PRIVACY COMPLAINT

CRISP Wireless will respond to all questions and complaints regarding your personal information. You can contact CRISP Wireless about your personal information and related privacy issues by:

- Email: support@crispwireless.com.au
- Raising a ticket in our Customer Portal (<https://portal.crispwireless.com.au/portal/login>)
- Phone (Monday- Friday, 9 am to 5 pm): 6809 2100
- Send a text message to our text-only number: 0428 175 968

At all times, we will acknowledge your complaint and give you an approximate timeframe for a resolution. Although our goal is always to resolve your complaint during your initial contact, unfortunately, this is not always possible, as we may need to investigate the matter in more detail. After the investigation of your complaint is complete, we'll be in touch with a resolution as soon as practicable.

Should you not be satisfied with CRISP Wireless's response to a concern or complaint regarding your personal information collected and held by us, you can make a complaint to either the:

- Privacy Commissioner at the [Office of the Australian Information Commissioner](#); or
- Telecommunications Ombudsman at the [Office of the Telecommunications Industry Ombudsman](#).





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HELP FOR THE HEARING IMPAIRED, VISION IMPAIRED, OR FROM A NON-ENGLISH-SPEAKING BACKGROUND

If you require this Privacy Policy in an alternative format, please contact us via phone or email. We will make reasonable efforts to provide the information in a format that meets your needs.

The [National Relay Service \(NRS\)](#) can help you if you are Deaf or find it hard to hear or speak to hearing people on the phone.

The [Translating and Interpreting Service \(TIS National\)](#) is an interpreting service provided by the Department of Home Affairs for people with limited English skills.

