

## Privacy Policy

The George Baini Group Proprietary Limited ("The George Baini Group", "TGBG", "we", "our" or "us") depending on the particular circumstances, may collect and hold a range of different information about you. This can include your name, date of birth, contact details (including address, email address, phone number or mobile telephone number), occupation, driver's licence number, username or password, financial information (such as credit card or bank account numbers) and information about how you use our products and services.

This is not an exhaustive list. For example, we may sometimes need to collect additional information as part of a user authentication process, such as when you want to speak to one of our customer service personnel who need to access your account. We may also need to collect additional information from you depending on the circumstances.

You might also need to provide personal information about other individuals to us (e.g. about your authorised representatives). If so, we rely on you to inform those individuals that you are providing their personal information to us and to advise them about this statement.

We may collect your information in a number of ways, including:

- directly from you (such as where you provide information to us when you visit our websites, complete an application form or agreement for one of our services, or contact us with a query or request)
- from third parties such as our related entities, business partners, credit reporting bodies, wholesale or other customers, or your representatives
- from publicly available sources of information
- from our records of how you use our products or services
- when legally authorised or required to do so,
- from other third parties
- When you call us, or we call you, your call may be recorded.
- If you choose not to provide certain information about you, we may not be able to provide you with the products or services you require, or the level of service on which we pride ourselves.
- We may also collect information from you online.

We may store your information in hard copy or electronic format, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers. We take the privacy and security of your information seriously and we are committed to maintaining the security of your information under our control. We use a combination of technical solutions, security controls and internal processes to help us protect your information and our network from unauthorised access and disclosure.

While we take these steps to maintain the security of your information, you should be aware of the range of information security risks that exist today and take appropriate care to help safeguard your information.

We may use your information for a range of different purposes, including

- to verify your identity, or to conduct appropriate checks for credit-worthiness and for fraud checking
- to provide products and services to you, to provide you with information about those products and services, to assist you with enquiries or purchases, to enhance your experience on our network, or to provide you with better customer service
- to administer and manage the products and services we provide to you, to charge and bill you for them, and to collect any amounts you may owe us
- to gain an understanding of your information and communication needs, to improve or develop our products and services, or to perform research and analysis
- to monitor network use, quality and performance, and to operate, maintain, develop, test and upgrade our systems and infrastructure
- to conduct appropriate checks for credit-worthiness and for fraud
- as required or authorised by law (including the Telecommunications Act 1997 (Cth) and the Telecommunications (Interception and Access) Act 1979 (Cth) and other laws applicable to us).

We may disclose your information to third parties who provide services to us, including organisations and contractors that assist us with the purposes for which we use your information. These services include:

- customer enquiries
- installation, maintenance and repair services
- mailing operations, billing and debt-recovery functions
- information technology and network services
- market research, marketing

We may also disclose your information:

- to your authorised representatives or advisers, or when you ask us to do so
- to credit-reporting bodies and fraud-checking agencies, and to credit providers for credit related purposes such as credit-worthiness, credit rating, credit provision and financing
- our dealers, our related entities or our business partners
- to other telecommunication and information service providers or to our wholesale and other customers from or through whom you may acquire products or services (for example, we may need to disclose your information for billing purposes)
- to the manager of the Integrated Public Number Database, and other organisations as required or authorised by law
- as required or authorised by law, including to law enforcement and national security agencies, and other government and regulatory authorities
- to third parties who assist us to manage or develop our business and corporate strategies and functions
- to third parties as required by or in accordance with any industry code or industry standard registered under the Telecommunication Act 1997 (Cth).
- In some cases, the organisations to whom we may disclose your information may be based outside Australia.

If you wish to access any of your personal information that we hold or would like to correct any errors in that information, please contact us so that we can consider and respond to your request. We may apply an administrative charge for providing access to your personal information in response to a request.

Please note that we may change our Privacy Policy from time to time by publishing an updated version to <http://www.gb.com.au/policies>. By continuing to use our websites and web services you will be deemed to accept the updated terms and agree to be bound by them.