

ABACUS TELECOM Privacy Statement

Introduction

This privacy statement applies to all business activities of ABACUS TELECOM and its related and trading entities, including its website; to the extent that they affect or involve the collection, use, disclosure or handling of personal information.

Protecting Your Privacy

ABACUS TELECOM is committed to providing you with the highest levels of customer service. This includes protecting your privacy. ABACUS TELECOM is bound by the Commonwealth Privacy Act 1988, which sets out a number of principles concerning the protection of your personal information.

Set out below is information that ABACUS TELECOM is required to communicate to its customers. ABACUS TELECOM recommends that you keep this information for future reference.

ABACUS TELECOM

ABACUS TELECOM provides a range of telecommunication services, either through a particular division within ABACUS TELECOM or through one of its related companies.

Your personal information

Personal information held by ABACUS TELECOM may include your name, date of birth, current and previous addresses, telephone/mobile phone number, email address, bank account or credit card details, occupation, driver's licence number and your ABACUS TELECOM PIN, username or password. ABACUS TELECOM also holds details of your ABACUS TELECOM services (including their status).

If you choose not to provide certain personal information (e.g. your date of birth), ABACUS TELECOM may not be able to provide you with the services you require, or the level of service on which ABACUS TELECOM prides itself.

Occasionally, you may need to provide personal information about other individuals to ABACUS TELECOM (e.g. about your authorised representatives). If so, ABACUS TELECOM relies on you to inform those individuals that you are providing their personal information to ABACUS TELECOM and to advise them that ABACUS TELECOM can be contacted for further information (see 'How to contact us' below).

How we collect personal information

ABACUS TELECOM collects personal information in a number of ways, including:

- directly from you, when you provide information by phone or in application forms, or when you submit your personal details through ABACUS TELECOM web sites;
- from third parties such as ABACUS TELECOM related companies, credit reporting agencies or your representatives;
- from publicly available sources of information;
- from the organisations identified below under 'When ABACUS TELECOM discloses your personal information';
- from ABACUS TELECOM own records of how you use your ABACUS TELECOM services; or
- when legally required to do so.

How we use your personal information

Your personal information may be used to:

- verify your identity;

- assist you to subscribe to ABACUS TELECOM services;
- provide the services you require;
- administer and manage those services, including charging, billing and collecting debts;
- inform you of ways the services provided to you could be improved;
- conduct appropriate checks for credit-worthiness and for fraud;
- research and develop ABACUS TELECOM services;
- gain an understanding of your information and communication needs in order for ABACUS TELECOM to provide you with a better service; and
- maintain and develop ABACUS TELECOM's business systems and infrastructure, including testing and upgrading of these systems.

Also, your personal information is collected so that ABACUS TELECOM can promote and market its services to you (including by way of direct mail, telemarketing, SMS and MMS messages). ABACUS TELECOM does this to keep you informed of its products, services and special offers. If you do not wish ABACUS TELECOM to promote and market its products, services and special offers to you, please call 1300 764 880.

In relation to marketing and promotional material sent via email, ABACUS TELECOM will send such material only if you elect to receive it (i.e. opt-in) or if it is provided in response to your request.

When we disclose your personal information

In order to deliver the services you require, ABACUS TELECOM may disclose your personal information to organisations outside of ABACUS TELECOM and its subcontractors. Your personal information is disclosed to these organisations only in relation to ABACUS TELECOM providing its services to you. These organisations carry out ABACUS TELECOM:

- customer enquiries;
- mailing operations;
- billing and debt-recovery functions;
- information technology services;
- installation, maintenance and repair services;
- marketing, telemarketing and door-knocking services;
- market research; and
- web site usage analysis.

ABACUS TELECOM takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

In addition, ABACUS TELECOM may disclose your personal information to:

- your authorised representatives or your legal advisers (e.g. when requested by you to do so);
- credit-reporting and fraud-checking agencies;
- credit providers (for credit related purposes such as credit-worthiness, credit rating, credit provision and financing);
- ABACUS TELECOM related companies;
- ABACUS TELECOM professional advisers, including its accountants, auditors and lawyers;
- other telecommunication and information service providers (for example, if you obtain services from other providers, ABACUS TELECOM may need to disclose your personal information for billing purposes);
- government and regulatory authorities and other organisations, as required or authorised by law; and
- organisations who manage ABACUS TELECOM business and corporate strategies, including those involved in a transfer/sale of all or part of its assets or business (including accounts and trade receivables) and those involved in managing ABACUS TELECOM' corporate risk and funding functions (e.g. securitisation).



Calling Number Display

ABACUS TELECOM's Calling Number Display facility (CND) lets persons who receive phone calls identify who is calling them by displaying the caller's number. CND forms part of the ordinary telephony service that you purchase from ABACUS TELECOM.

Unless you have chosen to block your phone number, or have a silent line, CND will usually cause your phone number to be displayed (or logged) - locally and sometimes internationally - on a receiving caller's phone. In other words, CND will enable the disclosure of your phone number to receiving callers (and to other network operators) locally and internationally, unless you take the above measures.

For further information on CND (as well as on CND blocking), please call 1300 781 391.

Integrated Public Number Database

ABACUS TELECOM is required by law to maintain an industry-wide database of phone numbers, known as the Integrated Public Number Database (IPND). The IPND is used to publish public number directories, provide directory assistance, operate emergency call services and safeguard national security. The IPND is not used for other purposes.

To satisfy its legal obligations, ABACUS TELECOM is required to provide your phone number (as well as other personal information such as your name, address and service location) to the IPND. All other telecommunications carriers are required to do the same.

If you have a silent line, your number will not be published in public number directories or be disclosed by directory assistants, even though it must be provided to the IPND for the above uses.

ABACUS TELECOM's web sites

ABACUS TELECOM provides products and services via its various web sites. When you visit ABACUS TELECOM sites, its web servers record anonymous information such as the time, date and URL of the request. This information assists ABACUS TELECOM to improve the structure of its web sites and monitor their performance.

ABACUS TELECOM may use 'cookies' on various web sites. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our web sites may place on your computer. Usually, cookies are used as a means for ABACUS TELECOM web sites to remember your preferences. As such, cookies are designed to improve your experience of ABACUS TELECOM web sites.

In some cases, cookies may collect and store personal information about you. ABACUS TELECOM extends the same privacy protection to your personal information, whether gathered via cookies or from other sources. You can adjust your Internet browser to disable cookies or to warn you when cookies are being used. However, if you disable cookies, you may not be able to access certain areas of our web sites or take advantage of the improved web site experience that cookies offer.

ABACUS TELECOM also collects Internet Protocol (IP) addresses. IP addresses are assigned to computers on the internet to uniquely identify them within the global network. ABACUS TELECOM collects and manages IP addresses as part of the service of providing internet session management and for security purposes.

Help us to ensure we hold accurate information

ABACUS TELECOM takes all reasonable precautions to ensure that the personal information it collects, uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide. That's why ABACUS TELECOM recommends that you:

- let ABACUS TELECOM know if there are any errors in your personal information; and
- keep ABACUS TELECOM up-to-date with changes to your personal information such as your name or address.

**Data security**

ABACUS TELECOM maintains sophisticated data security systems, networks and procedures. In particular all databases maintained by ABACUS TELECOM are protected by secure network links, which are complimented by password protection, virus protection and internal quality procedures.

Transborder Data Flows

ABACUS TELECOM will not transfer personal information relating to an individual outside Australia unless the individual has consented to such a transfer and ABACUS TELECOM has satisfied itself that the recipient of the personal information will uphold principles for the handling of personal information which are similar to the National Privacy Principles.

Sensitive and health related information

ABACUS TELECOM will apply particularly stringent procedures (including the provisions of the National Privacy Principles) to its collection, use, disclosure and handling of any personal information, which includes sensitive information (e.g. information concerning race, religion, political affiliations) or health information (e.g. information concerning an individual's medical condition). Where practicable, ABACUS TELECOM will maintain the anonymity of an individual in a database of personal health information unless the identity of the individual is necessary to perform a lawful activity.

You can access your personal information

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, you will need to put your request in writing for, security reasons, and either send it by mail to ABACUS TELECOM, P.O. BOX 554, Mount Waverley VIC 3149 or by facsimile to 1300 764 889.

ABACUS TELECOM reserves the right to charge a fee for searching for and providing access to your information.

How to contact us

If you have any questions in relation to privacy, please contact ABACUS TELECOM on 1300 764 880 between 8.30am and 5.00pm, Monday to Friday (excluding National Australian Public Holidays)

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