

Privacy Policy

Telarus Pty Ltd

March 2013

This document contains confidential information. In consideration of receipt of this document, the recipient agrees to maintain such information in confidence and to not disclose this information to any other person outside the customers organization without written consent from Telarus Pty Ltd.

Telarus Privacy Statement

This Privacy Policy explains how your personal information will be treated when you use the website at "www.telarus.com.au " ("web site") or when any goods or services are offered to you by or on behalf of Telarus.

By providing your personal or private information to Telarus, through the website, our employees directly, call centre or otherwise, you agree to the collection, use and disclosure of that information in accordance with this Privacy Policy. If you do not consent to certain uses of your private information, we may not be able to provide you with a particular product or service.

What is this policy about?

This policy explains the key measures we have taken to implement the requirements of the Telecommunications Act 1997 and the Privacy Act 1998, which implements the National Privacy Principles. It aims to answer the questions you may have about how we collect, use and disclose private information. If you have any further questions about Telarus' privacy practices, please contact Telarus Customer Service on 1300 368 521.

Information Telarus Collects:

We hold information that you have provided to us about your business and/or yourself, and information about your use of our services such as billing and calling information.

Information that you might have provided to us includes:

- information provided in applying for goods or services such as a mobile phone, data or voice service - for example, your contact details, ABN or ARBN, company details, driver's licence number, photo identification, general demographic information and financial information;
- information generated by your use of our services - for example, your calling patterns and details of any contact you have with Telarus such as through our Customer Service staff; and
- information provided as part of your use of the Telarus web site such as your email address.

Use of Information:

We collect information about you to provide you with a particular product or service. We may also use personal information for related purposes such as:

maintaining our relationship with you, including responding to your questions;

- helping us to identify and inform you about other products or services that are likely to be useful for you;
- approving an application

- internal accounting and administration, including sharing information with our related bodies corporate for reporting purposes;
- providing your contact details to Telstra as required by law, so that your number/s can be used by emergency services and for other approved purposes;
- protecting you and Telarus from error and fraud;
- preventing a serious credit infringement;
- improving the website; and
- developing a better understanding of our customers' needs.

If you do not provide us with your personal information, we cannot provide you with these services.

Information Security:

Telarus endeavours to take all reasonable steps to keep your personal information secure. We store this information on secure servers that are protected in access-controlled facilities. Only authorised users can access your personal information, and access is only for approved purposes. We train our staff and require our data operators to respect the privacy and confidentiality of your information.

Unfortunately, we can't give you an absolute guarantee that your information is always secure. For example, no data sent over the internet is 100% secure. While we do our best, we can't be held responsible for events arising from unauthorised access to your personal information.

You play an important role in keeping your personal information secure. It is your responsibility to keep any password, PIN or other ID check information confidential. Do not share this information with anyone. Please notify us immediately if there is any unauthorised use of your account by anyone or there is any other breach of security.

What happens to my information if I enter it on a different website linked to the Telarus site?

Telarus may provide links to websites outside of the Telarus service. These linked sites are not under our control, so we are not responsible for the conduct of companies that may be linked to our website. Before you enter personal information into those sites, you should look at their privacy policy and terms and conditions of use.

Queries:

If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please call Telarus Customer Service on 1300 788 848.

Future Changes:

Telarus reserves the right to change this Privacy Policy at any time and notify you by posting an updated version of the Policy on its website at <http://telarus.com.au/terms/>. The amended Privacy Policy will apply between us whether or not we have given you specific notice of any change. We encourage you to review this Privacy Policy periodically because it may change from time to time.

Disclosure of information to other parties:

Other than disclosure to service providers (explained below) or as required by law (for example, disclosure to various Government departments or to courts), our policy is that we do not generally give your personal information to other organisations unless you have given us your consent to do so.

We may share your personal information with service providers and other third parties to help us run aspects of our business efficiently. Occasionally Telarus might also use your personal information for other purposes or share your information with another organisation because:

- we believe it is necessary to provide you with a service that you have requested;
- we believe it necessary to implement our terms of service;
- we believe it is necessary to protect the rights, property or personal safety of another Telarus user, any member of the public or Telarus.
- we believe it is necessary to do so to prevent or help detect fraud or serious credit infringements - for example, we may share information with other phone companies, credit reporting agencies, law enforcement agencies and fraud prevention units;
- we believe it is necessary to protect the interests of Telarus for example, disclosure to a court in the event of legal action to which Telarus is a party; or
- the assets and operations of the business are being transferred to another party as a going concern.

When we share information with other organisations and service providers as set out above, we do so in accordance with this Privacy Policy. To the extent that these organisations and service providers gain access to your personal information, they are covered by strict privacy rules that prevent them from keeping this information or using this information for any other purpose.

Marketing information from Telarus:

Telarus likes to keep you up to date with our special offers and new services, unless you've specifically asked us not to. Please note that once you've signed up to a Telarus service, you

can choose not to receive marketing information from us by calling our Customer Service team on 1300 368 521.

Calling Number Display:

Telarus 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 Telarus.

Unless you have chosen to block your (business, home or mobile) 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.

Access to information:

If at any time you want to know what personal information we hold about you, you are welcome to request a copy of your customer record by calling the Telarus Customer Service team on 1300 368 521. Telarus may recover from you its reasonable cost of supplying you with this information.

Updating information:

If at any time you wish to change personal information that is inaccurate or out of date, please contact us and we will take reasonable steps to amend our records.