

MultiWave Privacy Policy

Our Privacy Commitment

We are committed to protecting the privacy of your personal information. Personal information includes that of individuals using our services and persons providing information to us on behalf of their business.

What information do we collect?

We may collect the following types of personal information:

- Your name, preferred salutation, date of birth, and contact details (which may include home address, billing address, email address and phone numbers);
- Payment information such as bank account and credit card details where relevant;
- Information to prove your identity. This could be your driver's license or another approved form of ID;
- Information about your products and services including your hardware model, unique device and service identifiers and serial numbers;
- Information about how you use our services such as your network usage, including volume of data sent or received and expenditure;
- Details about your account. This includes your username and password;
- Personal preferences;
- Contact histories;
- Information you provide to us through surveys.

You might also need to provide personal information about other individuals to us (e.g. about your authorised representative). If so, we rely on you to have informed those individuals that you are giving their personal information to us, and to have advised them about this policy.

How we collect your information

There are two ways that we can collect your information:

1. **You give it to us** when you or your representative interacts with either us or one of our trusted partners. This might happen when you are setting up an account with us, using one of our products or services, or taking part in a promotional event;
2. **We collect information** when you use our networks, products and services including our online services and any communications with authorised representatives.

We understand that you might not want to give us particular personal information. In these circumstances it may mean we are not able to provide you with the products or services you request.

How we hold and protect your personal information

We may store your information in hard copy or electronic format, and keep it in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers. 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.

How can you protect your account from unauthorised access?

Anyone who knows your account security information (such as your username and password) can access your account. You must keep this information secure. You may choose to nominate authorised persons to manage your account, and they will need to provide their own personal and security information. We accept no responsibility for information we disclose to parties who know your account security information.

How do we use your information?

We may use your personal information for a number of purposes connected with our business, including:

- Processing your order for our products and services;
- Providing you with the products and services you have ordered from us;
- Communicating with you on mediums such as emails, SMS and social media;
- Preparing and issuing your bills, and collecting the money you have spent on our products and services;
- Updating and administering your account details;
- Dealing with your requests, enquiries or complaints and any other customer care related activities;
- Marketing our products, and carrying out market, product and service analysis activities generally;
- 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.

When do we share your information?

We may share your information or receive personal information about you from:

- Parties that assist us with fraud and identity checking including financial institutions and the Government's National Document Verification Service, to verify the validity of any Government issued documentation you provide as proof of identity i.e.: to check a Drivers Licence, Medicare Card, Passport etc.
- When required to a government authority such as the Australian Communications and Media Authority (ACMA), or to a body such as the Australian Information Commissioner (OAIC) or Telecommunications Industry Ombudsman (TIO)
- Law enforcement agencies to assist in the prevention, detection, investigation or prosecution of criminal or other unlawful activities
- Our authorised representatives and agents, our network carriers, our billing and provisioning providers, or any other of our related companies 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.

We will not disclose or share your personal information with third parties for any purpose other than those described above without your consent, or where there is no specified legal, law enforcement or public health and safety issue involved.

We will not share or disclose your personal information to third parties unless you have consented to us disclosing or sharing your personal information with them, or they have contracted with us to protect your personal information, or they are themselves obligated to protect your personal information.

Access to your personal information

We take all reasonable measures to make sure the personal information we hold is accurate, complete, and up to date. However, the accuracy of your information is largely dependent on what you provide us. To make sure we have your most current and accurate details, please let us know when your information changes. For example, if a new account representative is appointed.

You can request us to provide you with access to your personal information by contacting us using the contact details below. Upon your request, we will take reasonable steps to provide you with access to your personal information unless there is some legal, law enforcement, public health and safety or specified business issue involved.

There is generally no cost for accessing the personal information we hold about you, unless the request is complex or resource intensive. If there is a charge, it will be reasonable, and we will let you know what it is going to be so that you can agree to it before we go ahead.

How can you make a privacy complaint?

You can also use our contact details to notify us of any privacy complaint you have against us. We are committed to acknowledging your complaint in a prompt manner and will give you an estimated timeframe for when we will respond to your complaint.

While we hope that we will be able to resolve any complaints you may have without needing to involve third parties, you may also be able to lodge a complaint with a relevant regulator such as the [Australian Information Commissioner](#) or the [Telecommunications Industry Ombudsman](#).

How to contact us

You can contact us here: www.multiwaveconnect.com.au/#contact