

Privacy Notice

This Privacy Notice sets out how we manage your personal information and other information.

Services are provided by Australian Postal Corporation trading as Australia Post Mobile and Australia Post Broadband.

In this Privacy Notice ‘we’, ‘us’ or ‘our’ means Australia Post. When we refer to ‘Your Information’ we are referring to both your personal information, as defined under the Privacy Act 1988 (‘Privacy Act’), and customer information, which is protected by Part 13 of the Telecommunications Act 1997 (‘Telecommunications Act’).

We may also collect personal information about you in accordance with our obligations under the data retention provisions of the Telecommunications (Interception and Access) Act 1979.

When you use our broadband internet or mobile phone services you consent to the way we will handle your information in accordance with this Privacy Notice and the [Australia Post Group Privacy Statement](#).

The kinds of information we collect, use and hold

We will only collect the information necessary to provide you with broadband internet or mobile phone services, which may vary depending on the services you are seeking. For example, under the Telecommunications Act we are required to carry out an identity check for prepaid mobiles or when you transfer your services from another provider.

The personal information we collect, use or hold may include:

- Your name and contact details including your address, email address and phone numbers
- Date of birth
- Information contained on identification documents for example passport or driver’s license details
- Service-related details like your username or password and service usage history, support incidents, enquiries and complaints
- Account information such as credit card or bank account details
- Information we are required to collect by law or at the request of a government agency

In some cases, you might also need to provide personal information about other individuals to us (for example, your authorised representatives). If this is the case, we rely on you to inform those individuals that you are providing their personal information to us - and to advise them about this notice.

How we collect Your Information

Generally, your information will be collected directly from you. However, sometimes we may collect your information from third parties. We may collect your information in the following ways:

- Directly from you when you provide information to us when you visit one of our stores or website, complete an application form or agreement for one of our services, or contact us with a query or request
- From third parties like our service providers such as Optus, NBN Co. and BTB Australia (who manage this information on our behalf), or your authorised representatives
- From publicly available sources of information
- How you use your products or services, this can include information about your network location
- When legally authorised or required to do so

- From third parties as described in **'When we share Your Information'**

If you choose not to provide certain information about you, we might not be able to provide you with the products or services you want, and in some cases, we may not be able to make the requested changes to your services or account.

How we hold Your Information

We may store Your Information in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers. We take reasonable steps to maintain the security of Your Information and to protect it from unauthorised disclosures.

While we take these steps to maintain the security of Your Information .

How we use Your Information

We might use Your Information for a range of different purposes, including:

- Confirm your identity
- Administer and manage the products and services we provide to you, including for customer support and billing purposes
- Communicate with you about your account
- Conduct appropriate checks including detecting, managing and investigating suspected fraud or unlawful activity
- Enhance your network experience or to provide you with better customer service
- Improve customer experience and conduct market research
- Respond to applications, questions, requests or complaints
- Research the usage of, and to develop and improve the capabilities of, our services
- Monitor network use, quality and performance and to operate, maintain and develop, test and upgrade our systems and infrastructure
- Comply with applicable laws, including assisting government agencies and law enforcement investigations

How we use Your Information for Direct Marketing

We might also use Your Information to promote our broadband internet and mobile phone products and services to you including special offers that may be of interest to you (which may include products, services and offers provided by a third party).

Sometimes you might tick a box to let us know you would like to hear about Australia Post's other products or services. You can always opt out from receiving marketing communications by following the instructions on the message, email or letter you receive.

There are a few ways these offers might be made, including by email, SMS/MMS, social media or targeted advertising through our mobile app or website or on other websites.

When we share Your Information

We share your information for the purposes set out in this notice, and to comply with applicable law. This may include to third parties who provide services to us, including organisations and contractors that assist us deliver our products and services. These may include:

- Customer enquiries
- Installation, maintenance and repair services
- Mailing operations, billing functions
- Information technology and network services
- Market research and marketing

We may also share Your Information

We may share Your Information with:

- Authorised representatives when you ask us to do so
- Fraud checking agencies
- Our service providers
- Other telecommunication and information service providers or to our wholesale or other customers from or through whom you may acquire products or services. For example, we may need to disclose Your Information for billing purposes, number porting
- The manager of the Integrated Public Number Database (“IPND”), and other organisations as required or authorised by law (please see www.acma.gov.au for more information)
- Law enforcement and national security agencies, and other government and regulatory authorities as required or authorised by law
- Third parties as required by or in accordance with any industry code or industry standard registered under the Telecommunication Act
- Government agencies for purposes associated with connecting new services to the National Broadband Network

Overseas use and disclosure

To fulfil the services we’ve mentioned, we may need to share your personal information with other parties, who might store or access the information overseas or be located in other countries, for example European Union, USA, New Zealand, Japan, Singapore, India, the Philippines. We also might store your personal information electronically in networked or cloud storage, which could be accessible in countries outside Australia.

When we do this, we will ensure your personal information is managed in a way that is consistent with Australian privacy law and this Privacy Notice.

How to access or correct your personal information

If you would like to access any of your personal information that we hold or would like to correct any errors in that information, please contact us on 1300 196 916, so that we can consider and respond to your request.

Resolving any concerns

General queries or complaints

We are committed to giving our customers with the best possible products, services and experience, every time they deal with us – and that includes handling complaints.

If you need to make a complaint or would like to check on the progress of a complaint, please contact us by using one of the following methods:

- Call: 1300 196 916
- Email: complaints@australiapostconnect.com.au
- Online: australiapostconnect.com.au
- Mail: Australia Post Mobile, PO Box 222 South Melbourne VIC 3205

For more information about how we manage complaints see our [Complaint Handling Policy](#)

Privacy related complaints

If you have a privacy related question or complaint you can:

- Send an email to privacy@auspost.com.au

Go to an external body

If you are not satisfied with how we deal with your complaint, you may contact the Office of the Australian Information Commissioner (OAIC) or the Telecommunications Industry Ombudsman (TIO) by:

OAIC

- Calling 1300 363 992
- Visiting the OAIC website (www.oaic.gov.au)

TIO

- Calling 1800 062 058
- Visiting the TIO website (www.tio.com.au)

More information

This Privacy Notice is effective as of 26 September 2022. From time to time, it may be necessary to update this Privacy Notice and any amendments will apply to all the information we hold at the time of the update. Click the link for more information about the [Australia Post Group Privacy Statement](#)

If you need access to this Privacy Notice in a different format, please email Privacy@auspost.com.au