



## **M2 Clear Pty Ltd Privacy Policy**

### **Protecting Your Privacy**

M2 Clear Pty Ltd is committed to providing you with the highest levels of customer service, which includes protecting your privacy. M2 Clear Pty Ltd is bound by the Commonwealth Privacy Act 1988, which sets out a number of principles concerning the protection of your personal information.

### **Your personal information**

Personal information held by M2 Clear Pty Ltd 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 M2 Clear Pty Ltd username or password. M2 Clear Pty Ltd also holds details of your M2 Clear Pty Ltd services (including their status).

If you choose not to provide certain personal information (e.g. your date of birth), M2 Clear Pty Ltd may not be able to provide you with the services you require, or the level of service on which M2 Clear Pty Ltd prides itself.

Occasionally, you may need to provide personal information about other individuals to M2 Clear Pty Ltd (e.g. about your authorised representatives). If so, M2 Clear Pty Ltd relies on you to inform those individuals that you are providing their personal information to M2 Clear Pty Ltd and to advise them that M2 Clear Pty Ltd can be contacted for further information (see 'How to contact us' below).

### **How we collect personal information**

**M2 Clear Pty Ltd** 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 our web site.;
- ? from authorised M2 Clear Pty Ltd dealers

- ? from publicly available sources of information.

## **How we use your personal information**

Your personal information may be used to: verify your identity;

- ? 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;
- ? gain an understanding of your information and communication needs in order for M2 Clear Pty Ltd to provide you with a better service; and
- ? maintain and develop M2 Clear Pty Ltd's business systems.

## **When we disclose your personal information**

In order to deliver the services you require, M2 Clear Pty Ltd may disclose your personal information to organisations outside of M2 Clear Pty Ltd. Your personal information is disclosed to these organisations only in relation to M2 Clear Pty Ltd providing its services to you. These organisations may conduct M2 Clear Pty Ltd:

- ? customer enquiries;
- ? mailing operations;
- ? billing and debt-recovery functions;
- ? information technology services;
- ? installation, maintenance and repair services;
- ? marketing, telemarketing and door-knocking services;

M2 Clear Pty Ltd 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, M2 Clear Pty Ltd 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);

- ? M2 Clear Pty Ltd related companies;
- ? M2 Clear Pty Ltd professional advisers, including its accountants, auditors and lawyers;
- ? other telecommunication and information service providers (for example, if you obtain services from other providers, M2 Clear Pty Ltd may need to disclose your personal information for billing purposes);
- ? government and regulatory authorities and other organisations, as required or authorised by law; and

### **M2 Clear Pty Ltd web site**

When you visit M2 Clear Pty Ltd web site; its web servers record anonymous information, such as the time, date and URL of the request. This information assists M2 Clear Pty Ltd to improve the structure of its web sites and monitor their performance.

M2 Clear Pty Ltd may use cookies. 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 M2 Clear Pty Ltd web site to remember your preferences. As such, cookies are designed to improve your experience of Cler Telecoms web site.

In some cases, cookies may collect and store personal information about you. M2 Clear Pty Ltd 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.

### **Help us to ensure we hold accurate information**

M2 Clear Pty Ltd 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 M2 Clear Pty Ltd recommends that you:

- ? let M2 Clear Pty Ltd know if there are any errors in your account information; and

- ? keep M2 Clear Pty Ltd up-to-date with changes to your account information such as your company name, ABN and physical and billing address.

If you are a subscriber to M2 Clear Pty Ltd MY ACCOUNT, you may change your personal details by completing the online form provided on the M2 Clear Pty Ltd web site.

### **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 M2 Clear Pty Ltd, POB BOX 79, NORTHBRIDGE WA 6865 or via fax to 1300 365 617 or by email to [billing@cleartelecoms.com.au](mailto:billing@cleartelecoms.com.au).

M2 Clear Pty Ltd 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 M2 Clear Pty Ltd on 1300 304 773 between 9.00am and 6.00pm AEST, Monday to Friday.

M2 Clear Pty Ltd ACN 148 154 590