# Privacy Statement

MEDION Australia Pty Ltd ACN 106 611 330

**Introduction**

This statement includes:

- *our collection statement, explaining aspects of our collection and use of personal information*
- *our Privacy Policy, further explaining how we manage personal information.*

## Collection Statement

**Who we are**

MEDION Australia Pty Ltd ACN 106 611 330 trading as ALDImobile

**Our contact details**

- Phone: 1300 989 000
- Email: enquiries@aldimobile.com.au
- Website: www.aldimobile.com.au

**Collection from third party sources**

We may collect personal information from someone other than you, and you may not be aware of the collection, when it is not reasonable or practicable to collect it from you, and it is available from:

- publicly available sources like phone books
- other companies in our group that you may have dealt with
- third parties like our business partners, your authorised representative/s and wholesalers
- information brokers
- other telecommunication and information service providers that interact with us in providing products to you (e.g. overseas when you use a roaming mobile service)
- fraud checking agencies
- our dealers, contractors and other representatives that you may deal with
- our websites and how you use them
- various parties listed under Disclosing personal information in our Privacy Policy.

**Collection under law**

We may be required to collect personal information by law.

**Why we collect and hold personal information**

We collect and hold personal information because:

- we may need to use it to operate our business, and comply with the law
- we may need to provide it to other parties in connection with our business.

The uses and disclosures we may make of personal information are detailed in our Privacy Policy.

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| Unavailability of personal information | If we cannot collect the information we need about you, we may not be able to supply the products or service you want. |
| Disclosing personal information | We may disclose personal information as reasonably required to contractors and suppliers whose goods and services that we use to operate our business and provide products and support to you, and to other parties detailed in our Privacy Policy.<br>Some of these parties may be based overseas, e.g. United Kingdom and the Philippines. |
| Access, correction and deletion | Our Privacy Policy contains information about how you can access, seek correction of or request deletion of the personal information about you that we hold. |
| Complaints | Our Privacy Policy explains how you can complain about a breach of the Australian Privacy Principles, and how we will deal with such a complaint. |

## Privacy Policy

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| Personal information | This refers to information or an opinion about a living person who is identified or reasonably identifiable, whether or not true and whether or not recorded in material form. |
| Kinds of personal information we collect and hold | Broadly, we may collect and hold:<br>• *personal details* like name, date of birth, gender, occupation and driver licence number<br>• *contact details* like physical, postal, work and email addresses and phone numbers<br>• *financial details* like bank account, credit card numbers and your billing and payment history with us<br>• *service-related details* like your username, encrypted password and service usage history, support incidents, enquiries and complaints<br>• *other details* relating to special situations like specific health information if you apply for priority assistance and information about any authorised representative you appoint.<br>In any case, we only collect personal information that is reasonably necessary to support our functions and activities. If we cannot collect the information we need about you, we may not be able to supply the products or service you want. |
| Collecting personal information | Unless it is not reasonable or practicable to do so, and in other cases allowed by law, we will collect personal information about you directly from you (e.g. when you contact us by phone or online, or at our premises).<br>In other cases, we may collect personal information about you from:<br>• publicly available sources like phone books<br>• other companies in our group that you may have dealt with<br>• third parties like our business partners, your authorised representative/s and wholesalers<br>• information brokers<br>• fraud checking agencies<br>• other telecommunication and information service providers that interact with us in providing products to you (e.g. overseas when you use a roaming mobile |

service)
- our referrers, agents, contractors and other representatives that you may deal with
- our websites and how you use them
- various parties listed under *Disclosing personal information* below.

## Holding personal information

We hold personal information in hard and / or soft copy at our offices and in other facilities that we own or license from third parties, like data centres. We take reasonable steps to keep it secure and to protect it from unauthorised access, use or alteration.

## Why we collect and hold personal information

We collect and hold personal information because:
- we may need to use it to operate our business, and comply with the law
- we may need to provide it to other parties in connection with our business.

## Using personal information

We may use personal information:
- to identify you
- for credit checks
- to prevent fraud
- to supply products (including goods and/or services) to you
- to give you information about us and our products, and product offers
- for direct marketing – see *Direct marketing* for details
- to improve our products, our marketing and our website
- to answer your enquiries
- to give you customer support and service
- to better understand your needs and respond to them
- to manage and plan our products and business
- to charge and bill you for products you use
- to collect payment from you
- to comply with the law
- for other purposes related to the operation of our business.

## Disclosing personal information

We may disclose personal information as reasonably required:
- to contractors and suppliers who supply or support us in:
    - market research, sales and marketing
    - direct marketing – see *Direct marketing* for details
    - identity and fraud checking
    - credit management
    - service provisioning
    - installation, maintenance and repairs
    - helpdesk and enquiries
    - support and complaint management
    - communications and mailing
    - billing, debt recovery and credit management
    - corporate strategy
    - legal and regulatory advice and compliance
    - accounting and financial planning
    - risk management
    - otherwise providing goods and services that we use to operate our

business and provide products and support to you

- to your authorised representative/s and people who pay for your services
- if you ask us to do so
- to our referrers, agents, and members of our corporate group
- to our business partners and wholesale suppliers
- to organisations that provide credit or finance to us
- to persons who invest in or acquire all or part of our business or company or are considering doing so.

Some of these parties may be based overseas e.g. United Kingdom and the Philippines.

## Direct marketing

We may use and disclose personal information to direct market to you products offered by us, our referrers, agents, and members of our corporate group, and our business partners, where we think the offers will be of interest to you, using:

- post
- email
- electronic messaging
- social media
- targeted web content
- other direct marketing channels.

Direct marketing may continue until you opt-out by calling the number in *Contacting us,* even if you are no longer our customer.

## Telstra Call Insights

Personal information relating to your use of the network will be collected and handled by Telstra, the network operator, in accordance with their Privacy Statement, which is available online here https://www.telstra.com.au/content/dam/tcom/personal/privacy/pdf/telstra-privacy-statement.pdf

## Accessing, correcting deleting personal information

Our Privacy Policy sets out how individuals may access, seek correction of, or request deletion of their personal information. It also explicitly recognises and reflects the rights individuals have under the Privacy Act 1988 (Cth), including the right to request access to personal information held about them, to request correction of inaccurate, out-of-date, incomplete, irrelevant or misleading information, and, where appropriate, to request the deletion or de-identification of personal information in accordance with applicable law.

Please contact us for these purposes using the details in *Contacting us* below. We shall process and respond to your request in accordance with Australian Privacy Principle 12. There is no charge for making a request but a reasonable administrative charge, on a cost recovery basis, may be payable before we agree to provide access.

## Complaints

If you wish to complain about a breach of the Australian Privacy Principles, please contact us using the details in *Contacting us* below. We shall:

- acknowledge your complaint within a reasonable time
- give you an estimated first response time
- allocate your complaint to a suitably senior staff member
- process and respond to your complaint as soon as we reasonably can.

## Contacting us

Questions, requests and complaints regarding our Privacy Statement or our compliance with privacy laws should be directed to us by telephone on 1300 989 000 or by email to enquiries@aldimobile.com.au.