



Buzz Telco Pty Ltd

Privacy Statement

Our Principle

Here at Buzz Telco Pty Ltd we are not only committed to providing you with the high quality service you expect from us but are also committed to protecting your personal information.

If you are an Australian customer, below are the how's, what's, when's and why's about how we collect and protect your information.

Why We Collect Your Personal Information

We collect and use personal information from you that is necessary for us to go about our day-to-day business activities. For example:

- To verify your identity;
- Assess whether you are eligible for our services;
- Carry out checks for credit-worthiness and for fraud;
- Process your application to become a Buzz Telco customer;
- Provide the services you require;
- Deal with enquiries and provide customer support;
- Manage your services, including billing, account management and collecting debts;
- Develop and evaluate our products and services;
- Manage our business; and
- Comply with our legal obligations.

What Type of Personal Information Do We Collect

We collect personal information like your name, address, date of birth, driver license number, gender, contact details, payment information, credit information, usage data, Buzz username and password and how and when you purchase and use our services.

If you don't provide all or part of the information we require, we may not be able to provide services to you.

How Do We Collect Your Personal Information

We usually collect personal information about you directly from you. For example, we collect your personal information when you provide it to us over the phone, via email, via live chat or when you enter your personal details into our website.

We may collect information indirectly about you from:

- Our supplier;
- Third parties such as credit reporting bodies and credit providers;
- Other telecommunication and information service providers;
- Our equipment; and
- Publically available sources of information.

How We Protect Your Personal Information

We keep your personal information safe on our secured servers and closed network environment. We have firewalls and extended validation certificates in place throughout our network for your and our protection. We take particular care with credit card details, which are stored encrypted within our network.

We keep your personal information safe by verifying all calls and live chat enquires are really from you, so please do not be offended when we ask you proof of identify questions. Personal Information will not be disclosed to individuals enquiring about your account on your behalf or otherwise, unless you have previously authorised them.

Credit Information

We use your personal information to assess your credit situation when you apply for some products and services and we may ask you for some personal information relating to your employment status and credit history.

We may seek a credit report from a credit reporting agency, however we will always tell you first and will not seek one if you are under 18. The credit report provided by a credit reporting agency may include information like your employment history, previous credit checks, any problems you've had paying bills and if those issues are resolved.

How to Access Your Personal Information

Your personal information can be accessed online through the client portal or by contacting us. It is very important this information is kept up to date so we can provide you with the best possible service. If this information needs updating or is incorrect, please contact us or alternatively, please update your information online through the client portal.

Any More Questions? Give us a Buzz

If you have any queries concerning this privacy policy, please contact us by calling 1800 053 250, emailing wecare@buzztelco.com.au or lodging a ticket through the client portal.