

## ABOUT THIS STATEMENT

This document relates to the business and website operations of Alltel Pty Ltd ("Alltel") and its subsidiaries, owners and associated businesses.

Your privacy is important to us and we respect the privacy of all those who have any relationship with Alltel.

This privacy statement details how we may collect, use, disclose and manage information about you or your business.

Our websites and documents have areas where you can provide information to identify yourself or the company you represent.

Alltel will take all reasonable steps to act in accordance with this Privacy Statement when using your information.

Alltel assumes no responsibility for the information practices of other websites that a user is able to access through our website(s).

By applying or subscribing to any of Alltel services or purchasing any of Alltel products, you consent to the collection and use of your information in accordance with the supply of those services or products and this Privacy Statement and our [Standard Form of Agreement](#).

## WHAT INFORMATION DO WE COLLECT?

The information we collect from you depends on the services or products you are ordering or requesting and that we provide to you.

When you apply for Alltel services or purchase Alltel products, we collect personal and business details including but not limited to your name, business name, business number, email address, postal address and phone number(s).

We may collect other demographic information in order to help us to provide better services.

If you are required to pay for our services or products we will collect your billing / payment information.

## CREDIT CHECKS & REPORTS

Prior to Alltel accepting your application, you must provide to us all information we request that is relevant to our assessment of your credit rating.

## OTHER INFORMATION

Other information may also be recorded. Whenever you access a web page from our web server, we record the time, date and Internet Protocol (IP) address of the request, along with information on the browser software being used. We use this information to gain knowledge about the use of our website(s) and to improve our marketing methods and technical performance. This information is not used to specifically identify you.

Alltel websites may also use cookies—pieces of information that a website can transfer to an individual's computer. Cookies can make the Alltel website(s) easier to use by storing information about your preferences relating to your use of our website(s). Most major websites use cookies.

Your Internet browser software is usually pre-set to accept cookies. However, if you'd prefer not to receive them, you can change your browser settings to refuse them or to warn you when cookies are being used. If you elect to refuse cookies, the functionality of certain Alltel website(s) may no longer be available to you.

## HOW WE USE YOUR INFORMATION

We may use your contact details to occasionally send you information about Alltel and its products and services, including material such as information on new products and services we may offer. We have an anti-spam policy. If you no longer wish to receive such communications from Alltel, call us on 1300 255 835, or email [support@alltel.com.au](mailto:support@alltel.com.au) and we will ensure that our records are immediately updated.

Your credit card number and/or bank account details will be used only to charge you for the services for which you have authorised, applied or subscribed and/or the products you have purchased.

We will treat the information we collect from you as strictly confidential. Other than as set out herein, we will not reveal, disclose, sell, distribute, rent, licence, share or pass on to any third parties, other than those who are contracted or supply services to Alltel, any personal information that you may have provided to us unless we have your express consent to do so.

## EXCEPTIONS

Alltel reserves the right at all times to disclose any information as Alltel deems necessary

- To satisfy any applicable law, regulation, legal process or governmental request, or
- Where there are reasonable grounds to believe that disclosure is necessary to prevent a threat to life or health.

Alltel will not share your individual personal information with advertisers but may disclose to them aggregated demographic information in relation to Alltel users that does not identify you or your individual business.

## SECURITY

Alltel strives to protect your information and accordingly, it is kept in a secure environment accessed only by authorised Alltel staff and service providers.

However, the open nature of the internet means no data transmission can be guaranteed 100% secure.

Accordingly we cannot guarantee the security of any information you transmit to us or receive from our online products or services. Therefore these activities are conducted at your own risk. Once Alltel receives your information, we will use our best efforts to ensure its security.

## YOUR RIGHTS TO PERSONAL INFORMATION

Your rights include full access to your personal information. You may request a copy of this information or further information about our privacy practices at any time by calling us on 1300 255 835, or by emailing [support@alltel.com.au](mailto:support@alltel.com.au). For more information, see Australian Privacy Commissioner's [website](#).

## CHANGES TO THIS PRIVACY STATEMENT

Alltel may make alterations to this document from time to time and will update the policy at the applicable Alltel website(s).

## CONTACT US

If you have any questions about this policy statement, the practices of our sites, or your dealings with Alltel call us on 1300 255 835 (Australia) or email [support@alltel.com.au](mailto:support@alltel.com.au).