

Privacy Policy

National Phone & Data is committed to the privacy of our customers and their records. We do not sell, rent or trade any personal information and are bound by the National Privacy Act of 1988. This Act ensures we store, use and communicate your personal details only for the purposes of which it is obtained to perform your requested services.

Information obtained by National Phone & Data includes;

- Your name, address and contact details.
- Company ABN and details. We may also hold data on senior company employees, directors or principals.
- Date of birth
- Employment position and relevant company details
- Account names and numbers of financial institutions for payment of services provided by National Phone & Data, if this is your chosen method of payment.
- Records of use of your service provided by National Phone & Data
- Any and all communication between yourself and National Phone & Data
- Billing Statements

To allow us to provide your service we collect the above information to;

- Process your application and complete appropriate credit checking and management of your account
- Provisioning your service/s
- Connecting your service/s
- Network access and routing
- Billing of your service/s
- Administering any contractual agreements
- Faults and Service matters or follow ups
- Following up any outstanding payments
- To advise you of any up-coming offers or services we believe may be of use to you (direct marketing)

National Phone & Data will only use communication with you for Direct Marketing purposes if we are to provide the offer or services directly. We do not disclose your information to or use third parties for communication. For us to offer Direct Marketing services you must first have opted in via the contract agreement.

Use of third parties by National Phone & Data of your personal data is limited to;

- Legal advisors
- Credit Providers and Credit reporting agencies

Personal information may be disclosed as requested by law.

These companies are also contracted or bound to either the National Privacy Act or similar, therefore ensuring ongoing privacy of your details.

Collection of your personal information is made through or for;

- Completion of your details on National Phone & Data contracts
- Credit providers and Credit reporting agencies
- Third parties who provide services to you via National Phone & Data and only for the purposes of providing your service

- Government Agencies regulating telecommunications service providers or complaint resolution processes established under those laws

As per the National Privacy Principles, you are able to access details of your personal information that we may hold. At times there may be information that we deem unnecessary to provide. This may include information;

- That includes other personal records other than yourself therefore impacting their privacy
- Would impact any negotiations we are having with you
- Would affect the outcome on any investigations of unlawful acts
- Would affect the outcome of any investigation by law enforcement bodies

To request access to these records you must contact us directly on (02) 8228 7777.

At National Phone & Data we take all possible steps to protect your personal data, both on our website and physically in our offices. All information stored on the website is done so behind the best possible security with log in access granted only to existing customers being identified prior to display of details. Access to details other than your own is restricted.

To ensure your personal security, we also recommend you take care with log in and password details to your account.

From time to time we may choose to vary or amend our privacy policy. This may be in accordance with law or as we deem needed. Customers will be notified prior to proposed changes.