

## CWNet Privacy Policy

### CWNet Privacy Policy Overview

This document sets out the principles that CWNet will adopt in order to protect information about individuals. This policy explains how we are committed to collecting, using, disclosing, storing, handling and protecting your personal information under the applicable privacy laws.

In this Privacy Policy, '**personal information**' has the meaning set out in applicable privacy laws, including the Privacy Act 1988 (Cth) (as amended or updated from time to time) (Privacy Act). In general terms, personal information is information (whether fact or opinion) about an individual who is identified or reasonably identifiable that information or other information combined in with that information.

### Information We Collect

#### Personal Information

The types of personal information we collect about you will depend on the purpose for which the personal information is collected, including the types of products or services you buy from us, how you use them and our general relationship with you. This can include, in the case of –

- **Customers buying our Services:** Information needed to verify you and set up your account, including your name, date of birth, email address, proof of identity, financial information, including billing or mailing address, payment information (including credit or debit card information or bank account details), order details and phone number. For business, enterprise and government clients, your individual relationship or account manager contact information may also be collected
- **Customers using our Website:** Technical information and general analytics about how you use our Website, systems and applications, such as web browser type and browsing preferences, Internet service provider, referring/exit pages, date/time stamps, IP address, time zone and geolocation data, some of which is collected automatically, arising from your use of our websites, systems and/or applications, as well as information about your usage of our website systems and/or applications when browsing;
- **Customers who elect to receive news about exclusive offers, promotions, or events:** Your name, mailing or street address, email address, and telephone number(s);
- **Customers who have contacted us to make a complaint, provide feedback, submit an enquiry, request a call-back, or request a product replacement:** Your name, mailing or street address, email address, and telephone number;

In some circumstances we *may* ask you to provide us with personal information about other individuals, such as family members or authorised representatives. We need you to obtain the consent of those individuals and can provide them with a copy of this Privacy Policy before providing their personal information to us.

## **Personal information obtained from third parties**

When personal information is obtained from third parties, such information will be limited to that required for the identified purpose and will be collected by lawful and fair means for purposes directly related to CWNet activities.

## **Lawful and fair means**

CWNet will only collect personal information by lawful means and by means that do not mislead or deceive the person concerned or any third party. CWNet will inform customers of any significant consequences of not providing information.

## **Notification of Usual Disclosure Practices**

If appropriate and practicable to do so, individuals will be notified of any usual disclosure practice of CWNet for the personal information being collected. The notification will be provided at the time of collection or as soon as practicable after the collection has occurred.

## **Telecommunications Information**

Telecommunications Data has the meaning given in section 276(1) of the Telecommunications Act 1997 (Cth) (as amended or updated from time to time). Depending upon the Services you buy from us, we may also collect Telecommunications Data about you including:

- **Device data on how customers interact** with CWNet, including hardware models, device IP address or other unique device identifiers, operating systems and versions, software, advertising identifiers, device authentication times, device motion data and mobile network data;
- **Technical information and general analytics** such as web browser type and browsing preferences, Internet service provider, referring/exit pages, date/time stamps, IP address, time zone and geolocation data (if applicable), some of which is collected automatically, arising from your use of CWNet websites or platforms, as well as information about your usage of our websites or platforms when browsing.

## Sensitive Information

CWNet will not collect Sensitive Information about an individual unless:

- A. the individual has consented; or
- B. the collection is required by law; or
- C. the collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual, where the individual whom the information concerns:
  - i. is physically or legally incapable of giving consent to the collection; or
  - ii. physically cannot communicate consent to the collection; or
  - iii. the collection is necessary for the establishment, exercise or defence of a legal or equitable claim.
- D. CWNet may however collect health information about an individual if:
  - i. the information is necessary to provide a health service to the individual; and
  - ii. the information is collected as required by law (other than the Privacy Act); or
  - iii. in accordance with rules established by competent health or
  - iv. medical bodies that deal with obligations of professional confidentiality which bind AIS.
- E. e. CWNet may collect health information about an individual if the collection is necessary for any of the following purposes:
  - v. research relevant to public health or public safety;
  - vi. the compilation or analysis of statistics relevant to public health or public safety;
  - vii. the management, funding or monitoring of a health service;
  - viii. that purpose cannot be served by the collection of information that does not identify the individual or from which the individual's identity cannot reasonably be ascertained;
  - ix. it is impracticable for AIS to seek the individual's consent to the collection;
  - x. the information is collected as required by law (other than the Privacy Act);
  - xi. in accordance with rules established by competent health or medical bodies that deal with obligations of professional confidentiality which bind AIS; or
  - xii. in accordance with guidelines approved by the Privacy Commissioner under section 95A of the Privacy Act.

If CWNet collects health information about an individual, CWNet will take reasonable steps to permanently de-identify the information before CWNet discloses it.

## Non Discriminatory

CWNet will not collect, use or disclose information about an individual's:

- A. a. political, social or religious beliefs or affiliations;
- B. b. race, ethnic origins or national origins; or
- C. c. sexual preferences or practices;

unless the collection or use is in accordance with this procedure.

## Do you have to give us your personal information?

If you contact us to make a general enquiry about us or our business, you do not have to identify yourself or provide any personal information. Alternatively, you can also notify us that you wish to deal with us using a pseudonym.

If we cannot collect personal information about you or if you use a pseudonym, we may not be able to provide you with the products, services or information you require. For example, we will not be able to send you information you have requested if you have not provided us with a valid email address or telephone number. If you do not provide us with relevant billing and payment information, we will not be able to provide services to you.

## How do we use your personal information?

We use your personal information for purposes collected, including for the purposes of:

- **Managing our business and providing our products and services to you, including to:**
  - provide you with the services you have requested;
  - verify your identity; and
  - bill you for our products and services;
- **Improving our services, including to:**
  - enable the proper operation and functionality of our services;
  - monitor our network use, quality, and performance, and when operating, maintaining, developing, testing and upgrading our products, systems and infrastructure; and
  - use analysis and intelligence techniques to obtain high level insights into usage and location patterns or trends, network performance, demographic trends, and other types of behavioural data monitoring as further outlined in this Privacy Policy;
- **Compliance with laws, including:**
  - as required and permitted by laws that apply to us, including telecommunications laws and related industry codes and standards;
  - to provide access to emergency services where permitted by applicable laws; and
  - to assist law enforcement agencies and emergency services

- **Network, Security and Fraud Protection, including to:**
  - prevent, detect and investigate any suspicious, fraudulent, criminal or other malicious (including scams) activity that may cause you, us or others harm, including in relation to our services;
  - secure our networks, and inform you of any network security or data breach issues; and
  - conduct audits or determine your creditworthiness
  
- **Direct Marketing, including to:**
  - send you newsletters or direct marketing communications as set out below, unless you have opted out of receiving direct marketing communications; and
  - conduct general market research and analysis (Please see our 'Direct Marketing' section below for more information or if you wish to opt out of direct marketing activities); and
  
- **Communication, including to:**
  - communicate with you regarding any of the above, including via electronic messaging such as SMS and email, by mail, by phone or in any other lawful manner; and
  - for applicants for roles with us, to communicate with you regarding your application or other vacancies.

## Direct Marketing

We may send you direct marketing communications through different channels including mail, SMS, email or third party marketing platforms.

We do this to market, promote or update you on offers, promotions or changes relating to products and services that you acquire from us, or that we, our subsidiaries or our business partners, consider may be of interest to you. We may use your personal information to do so for up to 12 months after you cease to acquire products or services from us.

However, we will not send you direct marketing communications where you have told us that you do not want to receive these communications. You have the right to opt out of receiving any and all marketing communications from us at any time, by contacting us on the details below, or by using the specific opt-out facilities provided in the relevant direct marketing communication.

You cannot opt out of receiving operational emails (e.g., network outages, invoices or emergencies).

You can opt out by:

- **phoning** us on 0429 659 220
- **emailing** us with the subject line 'Opt-out of direct marketing' at [accounts@cwnet.com.au](mailto:accounts@cwnet.com.au)
- **completing** the **form** here: [cwnet.com.au/optout](http://cwnet.com.au/optout)

## **Consent**

Depending on the circumstances, consent for the use or disclosure of personal information may be express or implied. Generally, express consent will be obtained where the information is likely to be considered sensitive, taking account of the proposed use and the reasonable expectations of the individual concerned.

Consent may be withdrawn at any time, but not with retrospective effect. The individual concerned will be informed of the consequences of withdrawing their consent.

## **Employment data**

CWNet will only use employment information to the extent required by the proper discharge of its employment obligations and appropriate management of its staff. Access to employment information will be restricted to those needing access for the proper performance of their duties.

## **Credit information**

CWNet will comply with the Credit Reporting obligations set out under Part III A of the Privacy Act and those set out in the Code of Conduct issued under the authority of the Privacy Act. CWNet will also comply with any industry Credit Code developed under Division 3 of Part 6 of the Telecommunications Act.

## **Do we share your personal information with third parties?**

We may need to share your personal information with third parties in connection with the purposes described in this Privacy Policy. This may include disclosing your personal information to the following types of third parties:

- our employees, contractors and third party service providers;
  - organisations authorised by us to conduct promotional, research and/or marketing services, including managing exclusion from targeted or direct marketing communications;
  - if you are a candidate for a role with us, third parties to whom you have authorised us to disclose your information (e.g., referees);
  - credit information to Credit Reporting Bodies;
  - any potential third party acquirer of our business or assets, and advisors to that third party; and
  - any other person as required or permitted by law.
- We may also disclose your personal information to third parties where:
- you have consented to the disclosure;
  - it is required or authorised by law or reasonably necessary for law enforcement or for public safety; or
  - it will prevent or lessen a serious and imminent threat to somebody's life or health.

**WE WILL NEVER SELL YOUR INFORMATION TO THIRD PARTY ADVERTISERS OR BODIES**

## **Disclosure of Personal Information Overseas**

CWNet will transfer personal information about an individual to someone (other than CWNet or the individual) who is in a foreign country only if:

- A. CWNet reasonably believes that the recipient of the information is subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are substantially similar to CWNet Privacy Policy Principles;
- B. the individual consents to the transfer;
- C. the transfer is necessary for the performance of a contract between the individual and CWNet, or for the implementation of pre-contractual measures taken in response to the individual's request;
- D. the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the individual between CWNet and a third party;
- E. all of the following apply:
  - i. the transfer is for the benefit of the individual;
  - ii. it is not practicable to obtain the consent of the individual to that transfer;
  - iii. if it were practicable to obtain such consent, the individual would be likely to give it;
  - iv. CWNet has taken reasonable steps to ensure that the information, which it has transferred, will not be held, used or disclosed by the recipient of the information inconsistently with CWNet Privacy Policy Principles.

## **Disclosure for law enforcement purposes**

CWNet will disclose personal information to officers and authorities of the Commonwealth, States and Territories when it is reasonably necessary for any of the following purposes:

- A. enforcing the criminal law and laws imposing pecuniary penalties,
- B. protecting the public revenue,
- C. Safeguarding national security.

Such disclosures will be strictly in accordance with company policies and procedures or as otherwise directed by the CWNet Directors.

Where personal information is disclosed for law enforcement purposes or for the protection of public revenue, a record will be made into a register for statutory reporting purposes.

CWNet will usually request an agency to provide certification under s282 of the Telecommunications Act that the disclosure is reasonably necessary. However, if no certification is provided, CWNet will make an assessment as to whether, in the circumstances, the disclosure should be made. Except as required by law, CWNet will not disclose personal information to customers for their personal law enforcement purposes.

## **Record Keeping of Disclosures**

CWNet will maintain a record of disclosures, where required to in accordance with Part 13 Division 5 of the Telecommunications Act, within 5 days of the disclosure being made and the record will be kept for a period of 3 years. The Privacy Commissioner is responsible for monitoring compliance with this record-keeping requirement.

## **Data Quality**

CWNet will take reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up-to-date.

- A. CWNet will use its best endeavours to ensure that personal information is accurate, complete and up-to-date when such information is collected, used or disclosed.
- B. Where personal information is collected from the individual concerned it will generally be assumed to be accurate, complete and up to date, at the time of collection, unless there is other information which suggests that it is not.
- C. Greater care will be exercised to determine the accuracy, completeness and currency of personal information collected from other sources.
- D. Personal information will not be routinely updated, unless it is necessary for the purpose for which it is to be used or disclosed.

## Data Security

CWNet will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

CWNet will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed under CWNet Privacy Policy.

### A. Documenting security and storage.

CWNet will document security and storage requirements for all personal information for which it is responsible, including physical and logical controls. In developing security and storage requirements, CWNet will take into consideration the sensitivity of the information, its form and volume, its frequency of use and retention period, the circumstances of its use and storage and any legal or regulatory requirements.

### B. Electronic Systems.

Where personal information is held on electronic systems CWNet will implement reasonable measures to protect the security of that information and limit access to that required for the provision of services or fulfilling CWNet legitimate functions.

### C. Orderly storage.

Personal information will be stored in an orderly fashion in order to facilitate awareness of its existence and access thereto.

### D. Personal Information retention and disposal requirements.

CWNet will take reasonable measures to ensure the retention and disposal requirements for all personal information for which it is responsible, taking into consideration the sensitivity of the information, its form, the circumstances of its use and any legal or regulatory requirements.

### E. Secure disposal.

When personal information is no longer required to be kept, such information will be destroyed or made anonymous in a controlled and secure manner in order to prevent any unauthorised persons having access to that information.

### F. Information subject to complaint, inquiry or legal process.

Personal information, which is the subject of complaint, inquiry or legal process, will not be destroyed until the resolution of that process. Staff, agents and contractors should adopt a “clean desk” policy in relation to personal information. That is, when not being used by staff, documents containing personal information should be put away or stored in a manner, which prevents it being viewed by others.

Please notify us immediately if you know or reasonably suspect that your personal information has been subject to any data breach, breach of security or other unauthorised activity. If you have any questions about security of information, please refer to our 'How to Contact Us' section below.

## **Your Rights - to access and correct your personal information**

You may request access to any personal information we hold about you at any time by contacting us on the details set out in the 'How to Contact Us' section below. We will provide access to that information in accordance with the Privacy Act, subject to any exemptions that may apply. We may charge an administration fee in limited circumstances, but we will let you know in advance if that is the case.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may also request us to correct and amend it by contacting us on the details set out in the 'How to Contact Us' section below. Where we agree that the information needs to be corrected, we will update it. If we do not agree, you can request that we make a record of your correction request with the relevant information.

You can also ask us to notify any third parties to whom we provided incorrect information about the correction. We'll try and help where we can - if we can't, then we'll let you know.

If you use our online account management portal, you will be able to directly view and modify your personal information via the settings.

## **Credit Reporting Policy**

We may collect information about you from and disclose your personal information to organisations whose businesses involve handling personal information in order to provide another entity with information about the credit worthiness of an individual (Credit Reporting Bodies) in connection with your application for Services, or other dealings with us.

Those Credit Reporting Bodies may then include that information in reports that they provide to other credit providers to assist in assessing your credit worthiness. For example, if you fail to meet your payment obligations to us, or if you commit a serious credit infringement in relation to credit for our Services, we may be entitled to disclose this information to Credit Reporting Bodies. We may collect information about your credit worthiness or to establish your eligibility for consumer credit from a Credit Reporting Body.

We hold credit and credit eligibility information in the same manner that we hold personal information.

The types of credit and credit eligibility information that we may collect, maintain or disclose includes:

- information about your identity;
- information requests to credit reporting bodies;
- credit applications and arrangements;
- details about default listings, overdue payments or serious credit infringements, and subsequent payments or arrangements;
- bankruptcy or credit related court proceedings and other publicly available information; and
- credit scores, risk assessments and credit worthiness

We may use or disclose information about your credit to:

- process applications and manage credit;
- develop our credit rating systems;
- assist you to avoid default and to assess or manage a financial hardship application;
- collect debts from you;
- deal with serious credit infringements;
- deal with complaints;
- deal with regulatory matters, court orders and when required or authorised by law;
- assign debts; and
- adhere to our credit reporting obligations.

You have a right to make a request to Credit Reporting Bodies to not use credit reporting information about you for pre-screening of direct marketing by a credit provider. You can also request Credit Reporting Bodies to not use or disclose credit reporting information about you if you have reason to believe you are a victim of fraud

A Credit Reporting Body is required to have a policy which explains how they will manage your credit related personal information.

CWNet does not, at the time of the writing, provide any service that requires the engagement of a credit reporting agency. If in the future this is required the name and details of the relevant agency will be listed here.

## How to Contact Us

If you have any questions in relation to this Privacy Policy, our management or handling of your personal information or if you would like a hardcopy of this Privacy Policy or of the credit eligibility information that we hold about you, you may contact us by:

- phone or SMS on : 0429 659 220
- email at: [accounts@cwnet.com.au](mailto:accounts@cwnet.com.au); or
- via the contact us form on our website: [cwnet.com.au/contact/](http://cwnet.com.au/contact/)

## Complaints Process

You can also contact us on the details above if you wish to lodge a complaint or obtain a copy of our complaints handling process, or visit [cwnet.com.au/complaints/](http://cwnet.com.au/complaints/) . We will acknowledge receipt promptly (**within 7 days** where it relates to a credit reporting issue) and will aim to investigate and respond to you **within 30 days of receipt of your complaint**, in accordance with our complaints handling process (or earlier, if required by law).

If we need more time, we will notify you about the reasons for the delay and provide a new estimated timeframe. If your complaint relates to our handling of your personal information or a privacy issue, please refer to our 'How to Contact Us' section above so that we can seek to resolve the complaint for you on first contact. If we cannot resolve it to your satisfaction, you may contact the Australian Information and Privacy Commissioner at any time, whose contact details are set out below:

Office of the Australian Information Commissioner

GPO Box 5218

Sydney NSW 2001

Phone: 1300 363 992

Online: [www.oaic.gov.au](http://www.oaic.gov.au)

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

If your complaint relates to telecommunications data handling or other matter relating to the provision of telecommunications services, you can also contact the Telecommunications Industry Ombudsman, as appropriate.

## **Updates to this Privacy Policy**

We may change or update this Privacy Policy from time to time to keep up to date with legal requirements and the way we operate our business.

An up-to-date version of this Privacy Policy is available at any time on this Website. You are responsible for reviewing this Privacy Policy periodically and informing yourself of any changes. We suggest that you check back regularly. If we make significant changes to our Privacy Policy, we will seek to inform you by notice on our website or by email.

This Privacy Policy was last updated in August 2025.

## **Calling CWNet with a Hearing or Speech Impairment**

If you have a hearing or speech impairment, you can call us via the National Relay Service:

**TTY users:** Call 13 36 77, dial 0, then ask for 0429 659 220

**Speak and Listen users:** Call 1300 555 727 then ask for 0429 659 220

**Internet relay users:** Visit the [NRS website \(https://nrschat.nrscall.gov.au/nrs/internetrelay\)](https://nrschat.nrscall.gov.au/nrs/internetrelay) and enter 0429 659 220

## **Translation into Different Languages**

If you require this policy translated, you can contact the Translating and Interpreting Service (TIS National) via their website here - <https://www.tisnational.gov.au/> or call them on 13 14 50