



[PRIVACY POLICY]

1. BACKGROUND

Protecting customers' privacy is crucial. CovaU Mobile takes reasonable steps to ensure your personal information is kept confidential, secure, and protected from unauthorized access or use. We collect your personal information such as name, contact details, credit card or bank account details (where provided) and so on. This information is required for us to provide CovaU Mobile services to you. We will only collect the type of information in accordance with the Privacy Act 1998 and the Telecommunications Act 1997. If you do not agree to provide us with the information we request, we will be unable to provide you with our product or services.

2. USE OF PERSONAL INFORMATION

Your personal information may be used as follows:

- 2.1) To identify you so that we can provide services to you
- 2.2) To administer and manage those services, including billing and collecting debts
- 2.3) To deal with questions, complaints and other customer care activities
- 2.4) To gain an understanding of how we may improve our services and products we offer you
- 2.5) To conduct appropriate checks for credit worthiness and fraud
- 2.6) To market other services that we or third parties offer

We may use your information to tell you about our other services and products which may be of interest to you. Unless you tell us that you do not want to receive marketing information from us or your telephone numbers are listed on the National Do Not Call Register. You may choose to opt out by calling 1300 126 866 or sending email to: support@covaumobile.com.au

3. COLLECTION OF PERSONAL INFORMATION

- 3.1) We collect information directly from you:
 - a. When you enter your personal details on our website (e.g. to register for products or services, or completing marketing surveys)
 - b. When you provide your information by phone, or in documents (e.g. application forms mailed or faxed to us)
 - c. From third parties such as our related companies, credit reporting agencies, or your representatives
 - d. From publicly available sources of information, like market research providers
 - e. From our own records of how you use your CovaU Mobile services
- 3.2) We also collect non-personally identifiable aggregate information to improve our performance, products and services. This may include visited domains and web pages, and browser software being used. This information is collected in such a way that it cannot be linked back to any individual.
- 3.3) We will not collect personal information from any user who we know or might reasonably suspect to be under the age of 18 years without the express consent of one

of the users parents or guardian. This provision does not prevent the recording of an anonymous but identified (by login name or cookie) user's preferred services or use history.

4. DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES

Generally, we will not disclose personal information we collect about customers to any third parties without their prior consent. Similarly, we will not sell any information we collect back about our customers. However, we may disclose personal information about customers in the following circumstances:

- 4.1) To credit reporting/ fraud checking agencies in line with our debt collection policies and procedures. If you are in default, we will notify and exchange information with our collection agent
- 4.2) To credit providers for credit related purposes such as credit worthiness, credit rating and credit provision
- 4.3) To authorized agencies such as our solicitors, when required for legal proceedings; the police in investigating criminal or fraudulent transactions, or as permitted by the Privacy Act for similar dealings
- 4.4) Emergency services (if making emergency call) or other service providers assisting in emergency situations
- 4.5) Regulatory or government bodies to resolve customer complaints or disputes both internally and externally. Or to comply with any investigation by one of those bodies
- 4.6) Organizations involved in a transfer/ sale of all or part of our assets or business
- 4.7) To external mail outsourcing agents to handle our bulk postal requirements
- 4.8) To our bank, merchant or financial agencies to process your account payments
- 4.9) Your authorised representatives (e.g. your legal advisers)
- 4.10) Other telco companies for the purposes of dealing with unwelcome calls and mobile number portability issues

5. ACCESS AND CORRECT YOUR PERSONAL INFORMATION HELD BY US

CovaU Mobile will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date. We therefore recommend that you let us know if there are any errors in your personal information, and keep us up to date with any changes. You may edit or delete the personal information you provided to us on our website (unless the information is mandatory for your membership). To do so, you must first log in as a registered user, using your username/ mobile number and password. If you are unable to access this information, please feel free to contact us.

6. UPDATIGN OUR PRIVACY POLICY

We may revise or update our privacy policy occasionally. We will inform all of our customers when this occurs via email.

7. CONTACT US

If you believe your privacy may have been prejudiced, you have the right to make a complaint about the matter. Your complaint should be addressed to Business Relations Manager. This may be done in writing at the contact details below. We will investigate the matters raised by you and respond in writing within 15 working days.

7.1) By Post:

“ CovaU Mobile
Suite 802, Level 8, 1 York Street
Sydney, New South Wales 2000 ”

7.2) By Email: support@covaumobile.com.au

7.3) By Phone: 1300 126 866

7.4) By Fax: 1300 997 331