

customer privacy

Motion Telecom Pty Limited ABN 34 002 600 876

Motion Telecom Website Agreement

We thank you for becoming a Customer with Motion Telecom and taking the time to read this Agreement

At Motion Telecom, we take your privacy seriously..

Information required to process your application

We require certain information to allow us to set up your account. This may include your name, address, contact numbers, email address, date of birth, nationality, credit/debit card number and expiry date, identity information such as driver's license, passport number or Medicare number. We may occasionally use the information we collect to notify you about new Motion Telecom services and special offers we think you may find valuable. If you would prefer not to receive this information please call us on 1300 13 33 99 and let us know.

How Motion Telecom collects personal information

For corporate customers, Motion Telecom collects some personal information from company employees, principals or directors of the company in order to provide services to the Company. For corporate customers, Motion Telecom collects some personal information from list rental companies. For individual customers, Motion Telecom collects personal information directly from you when you supply it to us in connection with a request for services. Motion Telecom may also collect personal information from third parties such as: Resellers of telecommunication services; credit providers or credit reporting agencies contacted by us (or by external service providers on our behalf) in the course of carrying out a credit check; other entities who provide services to us which are related to the provision of telecommunication services provided to you; government agencies which administer laws regulating telecommunication service providers, or complaint resolution processes established under those laws; independent sales organisations; and, list rental companies.

Contracting out services and disclosures

Motion Telecom contracts out some services such as mailing, credit checking, provisioning, verification of sales and fault fixing to external service providers. Motion Telecom may disclose your personal information to these organisations but only so that they can provide you with the services that Motion Telecom has contracted out. Motion Telecom may disclose your personal information to other telecommunications service and equipment providers, Motion Telecom's related bodies corporate, resellers, credit providers, credit reporting agencies, organisations to whom Motion Telecom outsources services (such as mailhouses), and our business partners and associates. At your request, Motion Telecom may disclose your information to directory providers so that your information can appear in telephone directories. Personal information shared with related bodies corporate may include your name, address, and service history. Motion Telecom may disclose some of your personal information such as your name and address to organisations located outside Australia in countries, which do not have the same or substantially similar privacy laws, but only to the extent necessary to provide you with telecommunications services requested by you. At all times, parties to which we contract services or disclose your personal information are either covered by contracts which protect your personal information or are subject to obligations which are substantially similar to the National Privacy Principles.

Motion Telecom email update service

By joining the Motion Telecom email update service, we will email you our latest news and information regarding special offers. For example, we will often give advanced notice of our fantastic sales, so that you can be amongst the first to pick up a great bargain! You will need to provide us with your name, email address and countries you call. In order to utilize Motion Telecom's Customer Management Portal you will be requested to provide your email address to Motion Telecom, so that we may securely provide you with a password for the service. The email address provided would not be forwarded to any third parties not owned by the Motion Telecom Group and may, from time to time, be used to communicate information regarding system updates and marketing information regarding changes to the products and services offered by Motion Telecom. You can opt out from

receiving email communication from the Motion Telecom Group at any time by clicking the unsubscribe link at the foot of each e-mail newsletter.

Competitions/campaigns

When you enter a Motion Telecom competition or other promotional offer, we may ask for your name, address and e-mail address so we can administer the contest and notify winners. Occasionally we ask you to email us with your opinion on a particular subject, and may publish a selection of these comments on our web site. However, if you advise us that you do not wish to have your name published, we will not do so.

Site tracking

We use tracking software to monitor customer traffic patterns and site usage to help us develop the design and layout of the site to better meet the needs of visitors to Motion Telecom.com.au. This software does not enable us to capture any personal identifying information.

Access and Correction

Motion Telecom will allow its records containing Personal Information to be accessed by the individual concerned in accordance with the Privacy Act. Motion Telecom will correct its records containing Personal Information as soon as practically possible, at the request of the individual concerned in accordance with the Privacy Act. Individuals wishing to lodge a request to access and/or correct their Personal Information should do so by contacting Motion Telecom Customer Service, as per the details on the bottom of this document. Motion Telecom may charge a fee for complex or resource intensive requests.

Disclosure of Information

Motion Telecom will not sell, rent or give your personal information to any third party without your consent. We may need to disclose information in the following circumstances (a) to provide you with products and services you have requested (b) to protect the rights or property of Motion Telecom, our customers or any other person (c) another party should Motion Telecom sell part or all of the business (d) where you would reasonably expect us to disclose the information for a particular purpose which is related to the purpose for which you supplied the information (e) where we outsource any functions relevant to the provision of services to you.

Security Measures

Motion Telecom uses all reasonable steps to protect the security of information we hold about you. Only authorized people have access to your personal information. Motion Telecom cannot accept responsibility for the security of information you send to us or receive from us over the Internet or for any unauthorized access to or use of that information. You must ensure that your passwords or PINs are not disclosed to or accessible by someone else.

Motion Telecom may change this Privacy Statement at any time. Any changes will apply to information collected before or after the date of the change.

Complaints

You can raise any privacy related concern or complain about breaches of your Privacy in writing or by phone to:

Customer Service Team Leader
Motion Telecom Pty Limited
PO Box 794
Parramatta NSW 2124
Phone: 1300 13 33 99
Fax: 02 9687 4743
E mail Address:
info@motiontelecom.com.au

