

PRIVACY POLICY

This policy sets out how we manage your personal information and other information related to you and your account, your service and relationship with Better Life Mobile.

Definitions:

Your information: When we refer to your information, this is in reference to both your personal information, as defined under the Privacy Act 1988 (Cth), and customer information, which is protected by Part 13 of the Telecommunications Act 1997 (Cth).

Sensitive information: The Privacy Act 1988 (Cth) defines some types of personal information as sensitive. This includes information regarding a person's race, ethnic origin, political opinions, health, religious or philosophical beliefs and criminal history. Better Life Mobile does not generally require this type of information. If for some reason we do, we will ask for your permission to use it and only use it for the purposes for which we have told you it is being collected.

Information we collect and store

Depending on the particular circumstances, we may collect and hold a range of information about you. This may be your name, date of birth, contact details, occupation, driver's license number, Healthcare card number, bank card details and information about how you use our products and services.

This is not an exhaustive list. For example, we may sometimes need to collect additional information as part of an application and ID verification process.

In accordance with the Telecommunications Act 1997 and the Telecommunications Consumer Protections Code, we do not store information required for ID verification such as photos of your ID or ID numbers we used to verify who you are.

You might also need to provide personal information about other individuals to us (e.g. about your authorised representatives). If so, we rely on you to inform those individuals that you are providing their personal information to us and to advise them of this Privacy Policy.

It may be necessary to request information in relation to your health and any different needs you may have that need to be considered in relation to how we communicate with you or tailor our services to better meet your needs.

How we collect your information

We may collect your information in a variety of ways, including:

- directly from you (such as where you provide information to us when you visit one of our stores or websites, complete an application form or agreement for one of our services, or contact us with a query or request)
- from third parties such as our related entities, financial institutions and government agencies
- from publicly available sources of information
- from our records of how you use our services
- when legally authorised to do so, for example, when we need to undertake identity checks for pre-paid public mobile telecommunications services under the Telecommunications (Service Provider — Identity Checks for Prepaid Mobile Carriage Services) Determination 2013

If you choose not to provide certain information about yourself, we may not be able to provide you with the products or services you require, or may need to refuse your application.

We may also collect information from you online if you complete online forms or use our website.

How we hold your information

We may store your information in hard copy or electronic format, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers.

We take the privacy and security of your information seriously and we are committed to maintaining the security of your information under our control. We use a combination of technical solutions, security controls and internal processes to help us protect your information and our network from unauthorised access and disclosure.

While we take these steps to maintain the security of your information, you should be aware of the range of information security risks that exist today and take appropriate care to help safeguard your information.

How we use your information

We may use your information for a range of different purposes, including:

- to verify your identity, or to conduct appropriate checks as required by law
- to provide products and services to you, to provide you with information about those products and services, to assist you with enquiries or purchases, to enhance your experience, or to provide you with better customer service
- to administer and manage the products and services we provide to you, to charge and bill you for them, and to collect any amounts you may owe us
- to gain an understanding of your information and communication needs, to improve or develop our products and services, or to perform research and analysis
- to monitor network use, quality and performance, and to operate, maintain, develop, test and upgrade our systems and infrastructure
- to conduct appropriate checks for security and for fraud

- as required or authorised by law (including the Telecommunications Act 1997 (Cth) and the Telecommunications (Interception and Access) Act 1979 (Cth) and other laws applicable to us).
- as required by or in accordance with any industry code or industry standard registered under the Telecommunications Act 1997 (Cth).

How we use your information for Direct Marketing

We may also use your information so that we, our related entities, dealers and other business partners can promote and market products, services and special offers that we think will be of interest to you (which may include products, services and offers provided by a third party). This marketing may be carried out in a variety of ways (including by email, SMS/MMS, or social media or by customising on-line content and displaying advertising on websites) and may continue after you cease acquiring any products or services from us until you opt-out. You may opt out by calling us on 03 9018 5349 or by emailing us at support@betterlifemobile.com.au

When we disclose your information

We may disclose your information to third parties who provide services to us, including organisations and contractors that assist us with the purposes for which we use your information. These services include:

- customer enquiries
- installation, maintenance and repair services
- mailing operations, billing and account related functions
- information technology and network services

We may also disclose your information:

- to your authorised representatives or advisers, or when you ask us to do so
- to credit-reporting bodies (for more details see our Credit Reporting Policy below) and fraud-checking agencies, and to credit providers for credit related purposes such as credit-worthiness, credit rating, credit provision and financing
- our dealers, our related entities or our business partners
- to other telecommunication and information service providers or to our wholesale and other customers from or through whom you may acquire products or services (for example, we may need to disclose your information for billing purposes)
- to the manager of the Integrated Public Number Database, and other organisations as required or authorised by law
- as required or authorised by law, including to law enforcement and national security agencies, and other government and regulatory authorities
- to third parties who assist us to manage or develop our business and corporate strategies and functions, including our corporate risk or funding functions

- for the purposes of facilitating or implementing a transfer/sale of all or part of our assets or business
- to third parties as required by or in accordance with any industry code or industry standard registered under the Telecommunication Act 1997 (Cth).

How to access or correct your personal information or make a privacy complaint

If you wish to access any of your personal information that we hold or would like to correct any errors in that information, please contact us using the contact details set out in the **how to contact us section** of this Statement, so that we can consider and respond to your request. We may apply an administrative charge for providing access to your personal information in response to a request.

You may also use these contact details to notify us of any privacy complaint you have against us, including if you think that we have failed to comply with the Australian Privacy Principles (APP) or any binding APP code that has been registered under the Privacy Act. We are committed to acknowledging your complaint in a prompt manner. Please see our Complaints and Feedback Policy for further details on our complaints handling process.

While we hope that we will be able to resolve any complaints you may have without needing to involve third parties, you may also be able to lodge a complaint with a relevant regulator such as the Australian Information Commissioner or the Telecommunications Industry Ombudsman (www.tio.com.au).

About this Statement

This Statement has been issued by Better Life Mobile, effective as at 01 October 2019. From time to time, we may need to change this Policy. If we do so, we will post the updated version on our website (www.betterlifemobile.com.au) and it will apply to all of your information held by us at the time.

How to contact us

If you have any questions in relation to this Policy or our management of your information, please let us know by contacting us on 03 9018 5349 or writing to us at support@betterlifemobile.com.au.