Privacy Policy

Emutel Pty Ltd. Archived copy of Version 1 dated 9 July 2026, as published at emutel.com.au/policies/privacy-policy. Superseded by Version 2, effective 25 November 2026.

Version 1 - 09/07/2026

Emutel Pty Ltd ACN 652 579 023 (**EmuTel**, **we**, **us** or **our**) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose and protect your personal information, and how you can access or correct it or make a complaint. We handle personal information in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs), and, where relevant, the *Telecommunications Act 1997* (Cth) and the Telecommunications Consumer Protections Code.

1. The personal information we collect

Depending on your dealings with us, we may collect: your name, business name and ABN; contact details (address, email, phone); date of birth and identification details; billing, payment and bank/card details; credit information (see clause 4); information about the services you use with us and how you use them, including call, message and data usage records, service and network information, IP addresses and device information; records of your communications with us; and information collected through our website (see clause 9). You do not have to identify yourself when you make a general enquiry, but we may not be able to provide a service without the information we need to supply and bill it.

2. How we collect it

We collect personal information directly from you (when you order, register, contact us or use our services), from your use of our services and network, and from third parties such as our suppliers and carriers, credit reporting bodies, your authorised representatives and publicly available sources. Where it is reasonable and practicable, we collect personal information directly from you.

3. Why we collect and use it

We collect, hold and use your personal information to: provide, provision, manage and bill your services; verify your identity and assess your creditworthiness; provide customer support and handle complaints; operate, maintain and secure our network and systems; comply with our legal and regulatory obligations (including law enforcement and national security requirements, and data-retention obligations); and, where permitted, to tell you about products, offers and services (see clause 5).

4. Credit information

Because we may provide services on credit, we may collect, hold, use and disclose credit information and credit eligibility information about you in accordance with Part IIIA of the *Privacy Act 1988* (Cth) and the Privacy (Credit Reporting) Code. This may include obtaining a credit report from, and disclosing information to, credit reporting bodies, for example to assess an application, manage your account or collect overdue payments.

5. Direct marketing and your choices

We may use your contact details to send you information about our products and services. You can opt out at any time by using the unsubscribe facility in the message or by contacting us using the details below. We do not use sensitive information for direct marketing without your consent, and we do not sell your personal information.

6. Who we disclose it to

We may disclose your personal information to: our carriers, wholesalers and suppliers who help us deliver your services (for example NBN Co and our network and voice suppliers); payment processors and financial institutions; credit reporting bodies and debt-collection agencies; our professional advisers and contractors; the Telecommunications Industry Ombudsman and relevant regulators; and law enforcement or government agencies where required or authorised by law. We require our service providers to protect your information and to use it only for the purpose for which it is disclosed.

7. Overseas disclosure

Some of our service providers (for example cloud, communications and analytics providers) may store or process information outside Australia. Where we disclose personal information overseas, we take reasonable steps to ensure it is handled consistently with the APPs.

8. How we keep it secure

We take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure, including physical, electronic and procedural safeguards. When we no longer need personal information (and are not required by law to keep it), we take reasonable steps to destroy or de-identify it.

9. Cookies and website analytics

Our website uses cookies and analytics tools to understand how the site is used and to improve it. This may include information such as your IP address, device and browser, and the pages you visit. You can disable cookies in your browser, though some parts of the site may not work as intended.

10. Accessing and correcting your information

You can ask us for access to the personal information we hold about you, and ask us to correct it if it is inaccurate, out of date, incomplete, irrelevant or misleading. Contact us using the details below and we will respond within a reasonable period. In limited circumstances we may decline a request as permitted by law, and if we do we will tell you why.

11. Complaints

If you have a privacy complaint, please contact us using the details below and we will acknowledge and investigate it. You can also use our complaints process. If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au or 1300 363 992.

12. Changes to this policy

We may update this Privacy Policy from time to time. The current version will always be available on our website, and your continued use of our services means you accept the updated policy.

13. Contact us

Privacy Officer, EmuTel Pty Ltd. Post: Unit 4/2 Riedell St, Wagga Wagga NSW 2650. Phone: 1800 368 835. Email: privacy@emutel.com.au.