



FOXUS

Foxus Privacy Policy

Introduction

Foxus (Arbil Group Pty Ltd, ABN 49 642 695 323) values your privacy. This policy explains how we collect, use, disclose, and protect your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). By using our services, you agree to the handling of your personal information as set out in this policy. We may amend this policy from time to time, with the latest version always available on our website. The updated version applies immediately once published.

1. Information We Collect

We collect only the personal information reasonably necessary to deliver our services or for directly related business functions. This may include: name, date of birth, address, phone number, email, identity verification details (driver's licence, Medicare or passport number if legally required), account and billing details, service usage information, support records, and customer feedback. We generally do not collect sensitive information unless required by law or with your explicit consent.

2. Why We Collect and Use Personal Information

We collect and use personal information primarily to provide you with telecommunications services. Other purposes include managing accounts, billing, debt collection, processing orders and payments, performing credit checks, customer support, service improvements, updates, promotions, and meeting legal obligations. If you choose not to provide certain details, we may be unable to supply services or respond to your enquiries.

3. Disclosure of Personal Information

We may share personal information with related companies, service providers, contractors, identity verification and credit reporting agencies, debt collection services, outsourced support providers, emergency services, regulators, courts, or law enforcement when legally required, and purchasers in the event of a transfer or sale of our business or assets. Foxus does not sell customer information to third parties.

4. Overseas Disclosure

Some support services are provided overseas (for example, in the Philippines). In these cases, information generally remains stored in Australia, with only limited and secure access provided to overseas personnel.

5. Direct Marketing

Foxus may contact you about products, offers, or promotions. Marketing is usually sent by email or SMS. You may opt out at any time using the unsubscribe function in those messages.

6. Data Accuracy

We take reasonable steps to ensure that personal information we hold is accurate, current, and complete. Customers are encouraged to update their details when they change.

7. Data Security

We apply safeguards to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure. When no longer required, information is securely destroyed or de-identified unless retention is required by law.

8. Access, Correction, and Complaints

You have the right to access the personal information we hold about you, request corrections if inaccurate, and lodge a complaint if you believe we have breached our privacy obligations. We will respond within a reasonable timeframe (normally within 30 days). If you are not satisfied, you may contact the Office of the Australian Information Commissioner (OAIC).

9. Contact Us

For privacy enquiries, corrections, complaints, or requests, please contact us: Phone: 1800 036 987 (Mon–Fri, 9am–7pm AET; Sat–Sun, Closed) Email: support@foxus.com.au Mail: Foxus, PO Box 157, Broadway NSW 2007 Online: via the contact page on our website © Foxus – Arbil Group Pty Ltd ABN 49 642 695 323