

CUSTOMER POLICY

Privacy Policy

DOCUMENT VERSION

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Purpose

This Privacy Policy explains how FlexrUC Pty Ltd (ABN 27 695 237 953) collects, holds, uses, and discloses personal information in connection with the provision of our telecommunications and unified communications services, in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs).

This document is designed to:

- Explain what personal information FlexrUC collects and why
- Set out how personal information is stored, used, and disclosed
- Support compliance with the Privacy Act, the Australian Privacy Principles, and FlexrUC's General Terms
- Provide clear information about your rights to access and correct your personal information

This Privacy Policy should be read together with FlexrUC's General Terms, which govern the collection, use, disclosure, and storage of your Personal Information.

What Personal Information We Collect

Depending on your relationship with us, we may collect:

- Contact and identity information, such as your name, business name, ABN, postal and email address, and phone number

- Billing and credit information, including payment details and information relevant to assessing your Credit Rating
- Service usage information, such as call records, usage patterns, and data relating to faults, support tickets, and complaints
- Technical information, such as IP addresses and device or network configuration details necessary to deliver the Services
- Public number information required for inclusion in the Integrated Public Number Database (IPND), including name, address, and service numbers

How We Collect Personal Information

We generally collect personal information directly from you, including through your Application, correspondence, phone calls, our website, and your use of the Services.

We may also collect personal information from third parties, including:

- Credit reporting bodies and other credit providers, for the purposes of assessing your Credit Rating
- Carriers and Suppliers, where necessary to provision, deliver, or support the Services
- Publicly available sources

How We Use Personal Information

We use personal information to:

- Provide, manage, and support the Services
- Process billing, payments, and credit management activities in accordance with our Credit Management Process
- Respond to fault reports, service requests, and complaints
- Comply with our obligations under the Telecommunications Act, the TCP Code, the IPND scheme, and other applicable laws
- Send you information about our products and services, where you have not opted out of receiving direct marketing

Disclosure of Personal Information

We may disclose personal information to:

- Our Suppliers and carriers, where necessary to provide the Services to you
- Credit reporting agencies and collection agents, for credit assessment and management purposes
- The Integrated Public Number Database (IPND), as required by law
- Regulatory Authorities, including the ACMA, the TIO, or law enforcement, where required or authorised by law
- Our related corporations, subcontractors, and billing agents, who are subject to confidentiality obligations equivalent to those in our General Terms

We do not sell your personal information.

Overseas Disclosure

We do not typically disclose personal information to recipients located outside Australia. If this changes, we will take reasonable steps to ensure any overseas recipient handles your personal information in accordance with the Australian Privacy Principles.

Data Security

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure. We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, or as required by law.

If your Service is cancelled or suspended, we cannot guarantee that we will be able to return, separate, or remove all of your data from Our Network, consistent with our General Terms.

Direct Marketing

We may send you information about our products and services that we consider may be of interest to you. You can opt out of receiving direct marketing at any time by contacting us or using the unsubscribe function included in our communications.

Access and Correction

You may request access to, or correction of, the personal information we hold about you by contacting us using the details below. We will respond to your request within a reasonable timeframe, and will explain our reasons if we are unable to provide access or make a requested correction.

Integrated Public Number Database (IPND)

We are required by law to provide certain customer information, including name, address, and service numbers, to the IPND. This obligation applies even if you have an unlisted number. Unlisted information is marked and restricted so it is only used for approved purposes, such as directory assistance or emergency services. Contact us if you wish to change how your information is listed in the IPND.

Privacy Complaints

If you have concerns about how we have handled your personal information, please contact us:

- Phone: 1300 266 439
- Email: feedback@flexruc.com.au

We will acknowledge your complaint within 2 business days and aim to provide a proposed resolution within 10 business days, consistent with our Complaints Handling Process.

If you are not satisfied with our response, you may lodge a complaint with:

- The Office of the Australian Information Commissioner (OAIC) - www.oaic.gov.au; or

- The Telecommunications Industry Ombudsman (TIO) - www.tio.com.au or 1800 062 058, for complaints relating to our telecommunications services

Changes to This Policy

FlexrUC may update this Privacy Policy from time to time, in accordance with our General Terms. The most current version will be available on our website.

Continued use of the Services after an update constitutes acceptance of the revised policy.

Contact Us

FlexrUC Pty Ltd (ABN 27 695 237 953)

4 Australia St, Camperdown NSW 2050

Phone: 1300 266 439

Email: hello@flexruc.com.au or support@flexruc.com.au