



A3 Digital Pty Ltd ("A3 Digital")

Privacy Statement

Protecting Your Privacy

A3 Digital is committed to providing you with the highest levels of customer service. This includes protecting your privacy. A3 Digital is bound by the Commonwealth Privacy Act 1988, which sets out a number of principles concerning the protection of your personal information.

Set out below is information that A3 Digital is required to communicate to its customers. A3 Digital recommends that you keep this information for future reference.

A3 Digital

A3 Digital provides a range of products and services, either through a particular division within A3 Digital or through one of its related companies.

Your personal information

Personal information held by A3 Digital may include your name, date of birth, current and previous addresses, telephone/mobile phone number, email address, bank account or credit card details, occupation, driver's licence number and your A3 Digital PIN, username or password. A3 Digital also holds details of your A3 Digital services (including their status).

If you choose not to provide certain personal information (e.g. your date of birth), A3 Digital may not be able to provide you with the services you require, or the level of service on which A3 Digital prides itself.

Occasionally, you may need to provide personal information about other individuals to A3 Digital (e.g. about your authorised representatives). If so, A3 Digital relies on you to inform those individuals that you are providing their personal information to A3 Digital and to advise them that A3 Digital can be contacted for further information (see 'How to contact us' below).

How we collect personal information

A3 Digital collects personal information in a number of ways, including:

- directly from you, when you provide information by phone or in application forms, or when you submit your personal details through A3 Digital's web sites;
- from third parties such as A3 Digital' related companies, credit reporting agencies or your representatives;
- from publicly available sources of information;
- from the organisations identified below under 'When A3 Digital discloses your personal information';
- from A3 Digital's own records of how you use your A3 Digital services; or
- when legally required to do so.

How we use your personal information

Your personal information may be used to:

- verify your identity;
- assist you to subscribe to A3 Digital services;
- provide the services you require;
- administer and manage those services, including charging, billing and collecting debts;
- inform you of ways the services provided to you could be improved;
- conduct appropriate checks for credit-worthiness and for fraud;
- research and develop A3 Digital services;
- gain an understanding of your information and communication needs in order for A3 Digital to provide you with a better service; and
- maintain and develop A3 Digital's business systems and infrastructure, including testing and upgrading of these systems.

Also, your personal information is collected so that A3 Digital can promote and market its services to you (including by way of direct mail, telemarketing, SMS and MMS messages). A3 Digital does this to keep you informed of its products, services and special offers. If you do not wish A3 Digital to promote and market its products, services and special offers to you, please call 1800 99 52 60.

In relation to marketing and promotional material sent via email, A3 Digital will send such material only if you elect to receive it (i.e. opt-in) or if it is provided in response to your request.

When we disclose your personal information

In order to deliver the services you require, A3 Digital may disclose your personal information to organisations outside of A3 Digital. Your personal information is disclosed to these organisations only in relation to A3 Digital providing its services to you. These organisations carry out A3 Digital's:



- customer enquiries;
- mailing operations;
- billing and debt-recovery functions;
- information technology services;
- installation, maintenance and repair services;
- marketing, telemarketing and door-knocking services;
- market research; and
- web site usage analysis.

A3 Digital takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

In addition, A3 Digital may disclose your personal information to:

- your authorised representatives or your legal advisers (e.g. when requested by you to do so);
- credit-reporting and fraud-checking agencies;
- credit providers (for credit related purposes such as credit-worthiness, credit rating, credit provision and financing);
- A3 Digital' related companies;
- A3 Digital' professional advisers, including its accountants, auditors and lawyers;
- government and regulatory authorities and other organisations, as required or authorised by law; and
- organisations who manage A3 Digital' business and corporate strategies, including those involved in a transfer/sale of all or part of its assets or business (including accounts and trade receivables) and those involved in managing A3 Digital' corporate risk and funding functions (e.g. securitisation).

A3 Digital's web sites

A3 Digital provides products and services via its various web sites. When you visit A3 Digital sites, its web servers record anonymous information such as the time, date and URL of the request. This information assists A3 Digital to improve the structure of its web sites and monitor their performance.

A3 Digital may use 'cookies' on various web sites. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our web sites may place on your computer. Usually, cookies are used as a means for A3 Digital web sites to remember your preferences. As such, cookies are designed to improve your experience of A3 Digital web sites.

In some cases, cookies may collect and store personal information about you. A3 Digital extends the same privacy protection to your personal information, whether gathered via cookies or from other sources. You can adjust your Internet browser to disable cookies or to warn you when cookies are being used. However, if you disable cookies, you may not be able to access certain areas of our web sites or take advantage of the improved web site experience that cookies offer.

A3 Digital also collects Internet Protocol (IP) addresses. IP addresses are assigned to computers on the internet to uniquely identify them within the global network. A3 Digital collects and manages IP addresses as part of the service of providing internet session management and for security purposes.

Help us to ensure we hold accurate information

A3 Digital takes all reasonable precautions to ensure that the personal information it collects, uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide. That's why A3 Digital recommends that you let A3 Digital know if there are any errors in your personal information; and keep A3 Digital up-to-date with changes to your personal information such as your name or address.

You can access your personal information

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, you will need to put your request in writing for, security reasons, and send it by mail to A3 Digital Pty Ltd, P.O. BOX 799, Mount Waverley VIC 3149.

A3 Digital reserves the right to charge a fee for searching for and providing access to your information.

How to contact us

If you have any questions in relation to privacy, please contact A3 Digital on 1800 99 52 60 between 9.00am and 5.00pm, Monday to Friday.