



East West Comms - Privacy Policy

When you use our website “www.eastwestcomms.com” (“web site”) or if you acquire goods or services from East West Comms (also known herein as EWC) we are required to follow a specific Privacy Policy that is detailed herein.

You may be providing your personal information to us, through our website, or through our account managers or otherwise. In doing so you agree to the collection, use and disclosure of that information in accordance with this Privacy Policy. If you do not consent to our use of your personal information for certain reasons, we may not be able to provide you with our services or products.

We collect information about you to provide you with a particular product or service/s. We may also use personal information for related purposes such as providing our service or services, approving an application for EWC services, internal accounting and administration, including sharing information with our related bodies corporate or credit agencies for reporting purposes, providing your contact details to recommended suppliers and for other approved purposes, attempting to protect you and EWC from fraud, preventing credit infringement or developing a better understanding of your needs.

All telecommunications providers now have an obligation to retain certain network data and customer information (called ‘metadata’) for a period of at least two years. Please consult <https://www.ag.gov.au/dataretention> for more information on what we are required to retain and why.

You acknowledge that EWC, or any supplier whose network or system is used to supply the service/s, may be required to intercept communications over the service/s and may also monitor your usage of the service/s and communications sent over it.

EWC may be permitted or required by applicable laws to collect, use or disclose personal information about you, including to:

- (1) the operator of the Integrated Public Number Database, which is an industry wide database of all listed and unlisted public numbers in Australia;
- (2) emergency services organisations; and
- (3) law enforcement agencies and government agencies for purposes relating to the enforcement of criminal and other laws.

Other than disclosure to service providers (explained in this Privacy Policy) as required by law (for example, disclosure to various Government departments or to courts), our policy is that we do not generally give your personal information to other organisations unless you have given us your consent to do so.

We may share your personal information with service providers, wholesalers, and other third parties to help us run aspects of our business efficiently. Occasionally EWC might also use your personal information for other purposes or share your information with another organisation because:

- we believe it is necessary to provide you with a service that you have requested;
- we believe it is necessary to implement our terms of service;
- we believe it is necessary to protect the rights, property or personal safety of another EWC customer, any member of the public or EWC;
- we believe it is necessary to do so to prevent or help detect fraud or serious credit infringements - for example, we may share information with other utility companies, credit reporting agencies, law enforcement agencies and fraud prevention units;
- we believe it is necessary to protect the interests of EWC for example, disclosure to a court in the event of legal action to which EWC is a party; or
- the assets and operations of the business are being transferred to another party.

When we share information with other organisations and service providers as set out above, we do so in accordance with this Privacy Policy. To the extent that these organisations and service providers gain access to your personal information, they are covered by strict privacy rules that prevent them from keeping this information or using this information for any other purpose.

EWC endeavours to take all reasonable steps to keep your personal information secure. Only authorised users can access your personal information, and access is only for approved purposes. We train our staff and require our operators to respect the privacy and confidentiality of your information.

Unfortunately, we can't give you an absolute guarantee that your information is always secure. For example, no data sent over the internet is 100% secure. While we do our best, we can't be held responsible for events arising from unauthorised access to your personal information.

If at any time you want to know what personal information we hold about you, you are welcome to request a copy of your customer record by calling us on 03 7018 3444. If at any time you wish to change personal information that is inaccurate or out of date, please contact us and we will take reasonable steps to amend our records.