

PRIVACY POLICY



Country Broadband Network considers your privacy as a main priority. This document outlines how we deal with your personal information and how we go about protecting it.

Country Broadband Network is bound by the Privacy Act 1988 (Cth), which outlines a number of principles concerning the privacy of individuals.

Information Collection

To provide services to you, we need to collect and store information about you. Such information may include your name, your address, your contact numbers, email addresses, bank account or credit card details. We also hold information on prospective customers who have expressed an interest in our services, as well as current, and past customers who have had a service or product.

How We Collect and Hold Your Personal Information

Country Broadband Network collect personal information from you when you apply for a service online, over the telephone, or in store.

We may also collect information in other ways such as:

- When you use a product
- When you pay your bill
- Through our employees, agents, contractors or suppliers
- Third party service providers
- From our customers' authorised representatives, or
- When we are required by law to do so.

The personal information we collect may include your name, contact details, bank and credit card details used for transactions, credit reports, records of your use of our services and financial records including contracts, invoices and payments made.

The personal information collected will be held in controlled systems that are protected with authorised access only.

Personal Information Uses

Country Broadband Network will only use your personal information to:

- Verify who you are (your identity)
- Process your service application
- Process and manage your services while with us
- Understand how we can best serve you in the future
- Comply with all our legal and regulatory obligations



Sharing Your Personal Information

We may be required to share your personal information with outside organisations. These include (but not limited to)

- Regulatory or legal bodies overseeing a complaint or concern you raised
- Technicians we employ to ensure your service is working
- Suppliers we use to supply your service
- Debt collectors or companies that assist in debt recovery
- Credit reporting bodies or Credit providers

These companies will be permitted to obtain the personal information they need to deliver the service.

Accessing Your Personal Information

You may access your Personal Information by contacting us. We will confirm your identity prior to gaining the Personal Information we stored about you. There is usually no fee associated with this request, however, if the request is complex, there may be an associated charge.

Should you have any questions regarding your privacy, please contact us on:
07 4573 8801 or support@cbnco.com.au

Changes to this Privacy Policy

Country Broadband Network reserves the right to make amendments to this Privacy Policy at any time

Contact Information

You can contact Country Broadband Network for sales, support & billing via:
07 4573 8801
www.cbnco.com.au