

Privacy Policy

Overview

2SG Wholesale is committed to providing its customers with the highest levels of customer service and support. This includes protecting your privacy throughout all interactions between you and us, in accordance with the Privacy Act 1988 and the National Privacy Principles. This policy outlines the information that we may collect from you for the purposes of providing a service, what we may do with that information and how we protect it.

If you have any concerns about the manner in which your personal information has been collected, used or disclosed by us, please contact our Support team on 1300 009 970, Mon-Fri, 8:00am-5:00pm (AEST).

What is Personal information?

The Privacy Act 1988 defines *personal information* as information or an opinion (including information or an opinion forming part of a database), whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent or can be reasonably ascertained from the information or opinion.

Personal information collected by us may include your name, date of birth, current and previous addresses, telephone or mobile numbers, email address, bank account or credit card details, occupation, driver's licence and your 2SG Wholesale account number and password. We also hold information relating to the provision of your service, including service details, billing and payment history and associated information.

If you choose not to provide us with certain personal information, we may not be able to provide you with the services you require, or the level of service on which we pride ourselves.

How do we collect your personal information?

We collect personal information in a number of ways, including, but not limited to:

- When you complete a 2SG Wholesale Account Application Form, online enquiry form, online purchase or similar;
- From other companies within 2SG Technology Group;
- From third party organisations including credit reporting agencies, law enforcement agencies and other government entities;
- From publicly available sources of information i.e. Market Research agencies;
- When you visit our website, social media pages or other pages that we own and manage;
- When you visit external pages through our internal Account Management Portal; and
- During recordings of calls that you may make to 2SG Wholesale. These calls may be recorded for quality, coaching and business purposes.

As much as possible, however, we will collect your information directly from you. If we collect details about you from someone else, we will take all reasonable steps to make you aware that we have done this and why.

How is your personal information used?

Your personal information may be used for multiple purposes, including, but not limited to:

- Verification of your identity;
- Provision of your service and associated contracts or agreements;
- Carrying out Credit Checks and Credit Reporting activities as agreed to by you;
- Generation and management of your monthly invoice and carrying out periodic debt recovery functions as required;
- Dealing with enquiries or complaints and fulfilling other customer care duties;
- Carrying out business analysis and development activities;
- Contacting you about our products and services;
- Conducting internal investigations in relation to criminal or fraudulent activity, detection or prosecution of such activities; and
- For any other purposes that would reasonably be expected.

Who do we disclose your personal information to?

During the course of normal business operations, we may disclose your personal information to internal or 3rd party organisations including:

- Various Credit Management and Credit Reporting agencies in order to assess or evaluate your credit history in accordance with the Privacy Act 1988 and relevant credit reporting legislation;
- Our service and content providers, dealers and agents, contractors and advisers;
- Our hardware suppliers, manufacturers and repairers;
- Other companies within the 2SG Technology Group;
- Your authorised representatives or legal advisors;
- Our professional advisors, including lawyers, accountants, tax advisors and auditors;
- Debt recovery agencies, in accordance with our Credit Management procedures;
- Regulatory or government bodies for the purposes of investigation and resolving a customer complaint;
- Law enforcement bodies to assist in their functions, Courts of Law or as otherwise required and enforced by law;
- Other Telecommunications service providers for the purposes of Unwelcome Calls tracking and resolving Number Portability issues;
- Any other person or organisation that would be reasonably expected.

We may also disclose relevant personal information without your consent in the following circumstances:

- When it is disclosed or used for a purpose related to the primary purposes of collection detailed above and you would reasonably expect your personal information to be disclosed or used for such a purpose;
- If we reasonably believe that the disclosure or use is necessary to lessen or prevent a serious or imminent threat to a person's life, health or safety or to lessen or prevent a serious or imminent threat to public safety;
- If we have reason to believe that unlawful activity has been or is being engaged in; or
- If it required or authorised by law.

We are also required to disclose certain personal information to the manager of the Integrated Public Number Database (IPND). This information is specifically used to assist and direct emergency services in a life threatening or otherwise unsafe situation and to assist in safeguarding national security. If you consent, information from the IPND may also be published publicly in telephone directories or used by directory assistance.

Is the information we keep accurate?

2SG Wholesale endeavours to keep accurate and up-to-date records, however, sometimes details or circumstances change and we are not notified. In order to ensure that we have the most accurate records for you, we recommend that you notify us of any change in details as a result of moving, change of personal circumstances or other cause. This allows us to ensure accurate billing and continuity of service to all of our customers.

Can I access the information that you keep on me?

Yes, under the Privacy Act 1988, you may request access to the personal information that we may have on record for you. If you wish to view this information, please complete a Request for Personal Information Form, available on our Legal & Policies page at www.2sgwholesale.com.au. 2SG Wholesale reserves the right to levy a fee for the provision of this information, dependent on the circumstances.

If you wish to enquire about accessing the personal information that we may hold on you, you can also contact our Support Team on 1300 009 970, Mon-Fri, 8:00am-5:00pm (AEST).

Is my personal information kept secure?

Under the Privacy Act 1988 and the National Privacy Principles, 2SG Wholesale is required to protect and secure your personal information to prevent theft, loss or modification. As such, it is critically important that you protect your login credentials carefully and ensure that no other person is able to access the portal or the included information.

How do I get more information?

If you have any questions related to Privacy or this policy, please do not hesitate to contact us through any of the following methods:

Phone: 1300 009 970

Email: support@2sg.com.au

Mail: GPO Box 749, Brisbane Qld 4001