

## **1 General**

- 1.1 This is alpha dot net's Privacy Policy, which forms part of our Terms and Conditions (the definitions in respect of the terms used in this Policy are contained in our Terms and Conditions).

## **2 Gathering of Personal Data**

- 2.1 From time to time you may give us personal information, such as your address and other details. If you do not give us this information we may not be able to provide you with services.
- 2.2 We may, at our discretion, retain and access any data or information concerning your use of the Services.
- 2.3 Whilst we undertake all reasonable steps to protect your personal information, sending and receiving information is always at your own risk. No guarantee can be given that information sent is completely and 100% secure.

## **3 Use of Personal Data**

- 3.1 We will treat your personal information in a manner that meets the requirements of the Privacy Act 1993.
- 3.2 We will only use your personal information to:
- 3.2.1 Verify your identity;
  - 3.2.2 Provide and develop the services that you require;
  - 3.2.3 Administer and manage those services including charging, billing and instigating debt collection;
  - 3.2.4 Inform you via email, fax, phone and by other means of communication of service charges, new products, advice and other ways the service provided to you could be improved;
  - 3.2.5 Conduct appropriate checks for credit worthiness and for fraud.
- 3.3 We will not provide your details to any third party unless required to do so at the request of a court or pursuant to law enforcement.

#### **4 Access and Changes To Personal Data**

- 4.1 If you wish to make a request for personal information under the Privacy Act 1993 send an email to support@alpha.net.au or a written request specifying the information that you require and we will advise you of the date that you will receive it and any costs that will be associated with preparing the information.
- 4.2 We wish to ensure that any personal details are always correct and up-to-date, and will amend any inaccuracies or changes to details on request.
- 4.3 For more information on our obligations visit the Australian Privacy Commissioner's website at <http://www.privacy.gov.au>.
- 4.4 Should you have any questions or complaints about privacy issues, please contact us at support@alpha.net.au