



Fusion Broadband Privacy Policy

This is important information we need to share with you, so we recommend taking the time to read through the details.

Our Privacy Policy is all about personal information – all the things we know about you. Because your information is so important to us, we'll always be honest and transparent about how we handle it.

If you are an Australian consumer, the Policy explains how we collect your personal information, what we do with it and, most importantly, how it's protected.

Why we collect personal information

We collect personal information from you when it is reasonably necessary for a business purpose. That means we collect it to supply you with the products and services you have asked for and to provide you with the best possible service.

Other reasons we collect personal information are to:

- Understand you, and how we can meet your needs now and in the future
- Develop or evaluate products
- Make ads more relevant to you
- Manage our business
- Comply with our legal obligations

The type of information we collect

Fusion Broadband collects personal information like your business name, account holder name, address, ABN, location, contact details, payment details, financial information and information about how and where you purchase and use our products. We also collect information supplied by you in respect of sub-account holders (like accounts staff and IT support staff).

There are a few different ways we collect this info.

What we collect straight from you

We collect most personal information directly from you. For example, you might fill out a form and send it to us, complete an online order or registration or simply give it to one of our representatives over the phone, via email or on an online live chat session.

Of course, you can choose not to provide your personal information or may just want to deal with us anonymously. If this happens, we may not be able to provide you with the product you've asked for or give you the level of service you would expect.

What we collect from your online activity

The Fusion Broadband website uses cookies and other digital identifiers.

These include:

- *Site performance identifiers*
These give us information about how our website is used. This helps us provide you with a more user-friendly experience.
- *Analytics cookies*
We use these to gather statistics about our site. For example, they help us monitor how many users are on the site and what sections are most popular.
- *Advertising cookies*
We use these cookies to improve our understanding of the kind of advertising that may be relevant to your aggregated segment.

It is important to know you can clear cookies or digital identifiers from your device and also disable future use of them by changing the security settings on your web browser. However, doing this might mean that parts of Fusion Broadband's website may not work as it should.

What we collect from others

Other people might give us personal information about you. For example, our IT resellers (or your IT Service Provider) might give us information pertaining to the service we are providing to you.

Sensitive personal information

When we talk about sensitive information, we mean details about your race, ethnicity, politics, religious or philosophical beliefs, sexual preferences, health, genetics or criminal record.

We don't need this information about you – it's just none of our business and does not impact how we service your account.

If there are times when you choose to tell us about your health so as we can assist you better (for example if you have a hearing problem) and you'd like us to deal with an appointed representative, we'll only collect this kind of information with your permission and will only use it for the purpose for which you gave it to us.



Who we work with

Fusion Broadband works with a number of other companies (often IT companies that are assisting you with your business). In certain circumstances may share personal information with them too but only so as we can provide the service you have requested. It is often the case that your IT Service company need this information so as to ensure your Fusion Broadband service is operating effectively.

Outsourcing

We work with third parties to provide some types of sales, business and customer support. Typically, these businesses are our third party resellers or Fusion Broadband Partners. We do not allow them access to your personal information unless you have requested they have access to it by way of a sub-account you have created thereby affording them certain privileges. They are restricted to the access level you have provided them with (and in some cases will allow them to manipulate the Fusion Account).

Access to personal information from overseas

Some overseas companies are involved in providing services like data storage and data aggregation (although this typically only applies to our customers outside of Australia).

Fusion Broadband maintains effective control of your information at all times, including ensuring that parties located overseas are subject to strict controls that limit access to your information to the extent strictly necessary to perform the relevant function and protect your information from unauthorised use and disclosure.

Legal obligations and other privacy exceptions

We give access to personal information where we are permitted or obliged to do so by Australian law. For example, in some circumstances we will use or disclose personal information to react to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety. We are obliged to cooperate with law enforcement bodies in some circumstances. We may disclose personal information, including information about Internet and service use, when we receive an access request or warrant that is authorised under Australian law.

Others

We will only disclose personal information to others if you've given us permission or if the disclosure relates to the main reason we collected the information and you'd reasonably expect us to do so.

Advertising

Fusion Broadband may use your personal information to send you advertising or newsletters that are customised or more relevant to your characteristics, service or location. Fusion Broadband does this by email (or telephone in some circumstances).

Opting out of Advertising

You can opt out of direct marketing by Fusion Broadband. We'll make sure that any marketing emails we send you clearly tell you how you can opt out or you can tell our phone staff.

Security

Security is serious. We're committed to protecting your info. Our security measures include:

- Firewalls and access logging tools that protect against unauthorised access to your data and our network
- Secure work environments and workflow systems that prevent unauthorised access and copying of your personal information
- Secure server and closed network environments
- Encryption of data in transit
- Virus scanning tools
- Management of access privileges, to ensure that only those who really need it can see your personal information
- Ongoing training and security reviews

These measures are robust, but security risks do change. We will remain vigilant in our efforts to protect your personal information.

How to access your personal information

If you ask us, we will usually give you access to the personal information we hold about you. We will always confirm your identity before giving access to your personal information.

You can ask for access by calling us on 1300 553 526. It will really help if you tell us what you're looking for.

There are circumstances in Australian privacy laws where we may not give you access to the personal information we hold about you. For example, we can't give you access if it would unreasonably affect someone else's privacy or if giving access poses a serious threat to someone's life, health or safety.

There is generally no cost for accessing the personal information we hold about you, unless the request is complex or resource intensive. If there is a charge, it will be reasonable and we will let you know what it is going to be so that you can agree to it before we go ahead.



Quality of Personal Information

We aim to keep the personal information we hold about you accurate, up-to-date and complete. If you think our records need to be corrected, please call us on 1300 553 526 or check out your details and amend them yourself through the Fusion Broadband client portal (<https://www.fusionbroadband.com.au/cbms/index.php>)

Getting in touch

We recognise that your personal information is important to you, so please let us know if you have any questions or concerns about this policy or our practices.

You can get in touch with us by:

phone: 1300 553 526

email: support@fusionbroadband.com.au

mail: Suite 8, Level 1, 119-125 Ocean Beach Road, Sorrento, Vic 3943

If you'd like to make a complaint about privacy, we will acknowledge receipt of your complaint and try to investigate and respond to you within 15 days. If you are unhappy with the outcome, you can lodge a complaint with the Telecommunications Industry Ombudsman.

Data Retention FAQ's

With the introduction of new data retention laws from October 13 2015, we are obliged to keep some data pertaining to your Internet use. Essentially, the Government has made laws which require phone companies and internet service providers (ISPs) to keep certain information about customers and their use of services for two years. Whilst we are not an ISP, we do need to keep track of Internet use assigned to the IP address we provided you with.

Changes

We'll amend this policy if our practices change.

This version was published on 21 October 2016.

For a copy of this Privacy Policy, please [click here](#).