

## Privacy Policy

### Introduction

This policy also applies to individuals serviced by all subsidiaries of Falcore Australia Pty Ltd (Falcore, Us, We, Our) including but not limited to Falcore Investments Pty Ltd and ChannelCo.

Falcore is required to comply with the Privacy Act 1988 (Cth) as well as the Telecommunications Act 1997 (Cth), Spam Act 2010 (Cth), Do Not Call Register Act 2006 (Cth), data retention laws and state legislation relating to health records.

We retain the right to vary the terms of the Policy at our discretion, the most up to date version of our policy can be found at <https://falcore.com.au/resources-terms/>.

### 1. Application

This policy applies to all customers/clients/partners/entities who acquire Services from us.

Your obligation to comply with this policy includes your obligation to ensure any person or entity who you allow to use your Service also complies with this policy.

### 2. What personal information do we collect?

We only collect personal information where it is reasonably necessary for our functions and offering services or activities as required by law.

This data can include – Proof of identity information, including passport number, driver licence number, Medicare number, or other government identifiers. Financial and credit information, including credit history, employment history, remuneration details, bank account and credit card information, information about assets and income and details of relevant court judgments and bankruptcies. Information relating to occupancy (this may be used to establish a customer's right to occupy the property to which we provide services, and for this purpose may require copies of tenancy agreements, mortgage records, utility bills or supply records). Any information relating to change of name or status, which may include marriage certificates, death certificates and other official documentation.

Employment information, including but not limited to information about employment history including current and past employers. Also information relating to the Integrated Public Number Database (IPND); in providing telecommunications services, we are required by law to collect certain personal information about you (including your name, address, telephone

service number, and other public number customer details), and to provide it to operator of the Integrated Public Number Database for inclusion in the IPND

2.1 We may collect Personal Information about associates of our customers, such as family members, employees or agents (including Directors and Guarantors)

### 3. How do we collect personal information

We collect information about customers directly and via our agents, service providers and affiliates. We may collect this information:

- Through our call centres
- Through our websites, or websites operated by our affiliates
- Through social media platforms
- Through the purchase of marketing lists, databases and data aggregation services
- When you enquire about a service with us we are authorised to collect some personal information from third parties under Privacy Law.

### 4. Why do we collect personal information

We collect personal Information in order to:

- Provide products and services to customers
- Manage and administer the products and services we provide, including for billing and credit control purposes
- Administering and managing our relationships with suppliers, customers and shareholders, including for billing, credit control and investor purposes
- Inform customers about changes and improvements in our products and services
- Market our products and services to customers
- Manage relationships with our staff, contractors, agents, affiliates and service providers
- Establish, exercise or defend any legal claims and
- Comply with our legal obligations

## 5. Website Data Collection

The personal information we collect may be shared within the Falcore Australia and its subsidiaries for the purposes outlined above.

### 5.1 Cookies

We store the internet protocol (IP) address of your computer when you visit our site. This information is used only to create broad demographic summaries of where our users are geographically located.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you give your respective consent upon the first visit of our Website.

Cookies help Falcore to collect information about visits to Falcore's websites for marketing and statistical purposes to improve the way Falcore interacts with customers and with its other Website users.

We use cookies to:

- Facilitate the use of our website
- Improve our customers' website browsing experience
- Monitor and analyse our customers' use of our site and affiliated third party sites
- Enable us to present customised messages and offerings to customers
- The cookies we use do not store any personal data or otherwise collect personal information.
- If a user disables the use of, or deletes, cookies on their web browser then they may not be able to gain access to all the content and facilities of our websites.
- Falcore uses third party cookies (e.g. Google Analytics or Hubspot) to track how Falcore's Website is used. We may provide a limited amount of your information to these third parties.

## 6. Disclosure

Disclosure of personal information to third parties includes but is not limited to:

- debt collection agencies and similar parties that assist with debt-recovery;
- service providers who provide services to us, such as providers of telecommunications services;
- credit reporting agencies;

- Sales agents and representatives;
- IT service providers and data managers;
- third parties where you have given consent to the disclosure; and
- government, law enforcement and national security agencies and regulatory bodies where this is necessary for us to comply with our legal obligations.

## 7. Protection of Data

We recognise the importance of protecting your personal information and of ensuring that it is complete, accurate, up-to-date, and relevant.

Falcore treats your personal information as confidential. Falcore stores your personal information electronically and/or in hard copy form. Falcore takes a range of measures to protect the security of your personal information, including by storing electronic information in password-protected servers that are in restricted and monitored areas. Falcore does not store credit card details on Falcore's systems.

## 8. Accessing or correcting information

Falcore takes all reasonable steps to ensure that the personal information Falcore holds about you is accurate, complete and up-to-date. You can access and correct most of your personal information (such as your contact details) using your Falcore account. You can also contact Falcore at [privacy@falcore.com.au](mailto:privacy@falcore.com.au) if you wish to access or correct personal information that Falcore holds about you.

At any time, you have a right to access personal information we hold about you. You are also entitled to ask us to provide you with the details we have provided about you to the IPND. You can do this by contacting us and we will provide you with the information within a reasonable time (usually 20 business days).

If your request to access personal information is particularly complex or requires detailed searching of our records, the Privacy Act permits us to charge you a cost to provide you with this information.

## Complaints and further information

If you would like to make a complaint about a breach of the Australia Privacy Principles or require further information, you may contact our Privacy Officer at the details below.

Privacy officer  
Attention: The Privacy Officer  
PO Box 586, KENT TOWN DC SA 5071

Or

Email: [privacy@falcore.com.au](mailto:privacy@falcore.com.au)