

PRIVACY POLICY

OWN Internet – Current: 30th January 2025

If you have any queries surrounding this document, please contact our team on 1300 886 832 or email info@owninternet.au. Any printed version of this document is considered out of date at the time of printing.



1. Scope

This document applies to personal information collected by We Be Vibin Pty Ltd (OWN Internet) – ACN 651 720 357

2. Definitions

OWN Internet – refers to ‘Own Internet’ or ‘OWN’ and any other subsidiary companies of We Be Vibin Pty Ltd, such as theFATGuy, iStartup Business Solutions, Small Blank Space, Country Wireless and VibePRM

Customer – the current account holder for a residential, small business, or enterprise service supplied by OWN Internet. This includes all customers of OWN Internet including residential, small business, corporate, and enterprise.

Personal Information – any information or document referred to in section 276(1) of the Telecommunications Act and any personal information within the meaning given in section 6 of the Privacy Act;

Service – the service requested by you in your application and as described in it and any other documents forming the agreement, including any related goods and ancillary services provided to you by us in connection with that service;

You – the account holder and anyone the account holder has authorised to access the internet via their account

3. Personal Information

We usually collect personal information directly from you or from our record of how you have used our services. Sometimes we collect personal information from a third party if you have consented or would reasonably expect us to collect the information in this way, for example from publicly available sources such as websites or telephone directories, or nbnCo.

We do not collect personal information about you if you only browse this website. If you choose to use one of our tools such as the address checkers, or apply for a service using this website, your personal information will be collected and stored in our customer management systems for direct marketing purposes.

4. What kind of personal information do we collect?

4.1. For customers, we collect:

- contact information such as a name, email address, mailing address, phone number
- demographic information such as age and gender
- billing information
- preferences such as the way you wish to be contacted • a fault history for your service

4.2. For people who are not customers, we collect:

- contact information such as a name, email address, mailing address, phone number

5. How we use personal information

5.1. For customers, we use your personal information for:

- providing you with the service you have requested (eg, to fill an order, organise an appointment, send an invoice etc)
- sending you newsletters or marketing communications • conducting research and analysis

5.2. For people who are not customers, we use your personal information for:

Marketing communications such as emails or a phone call from our offices and other marketing communications via third party marketing platforms.

5.3. Opt-Out

You have the right to opt-out of receiving marketing communications from us at any time. We analyse non-identifiable website traffic data to improve our services.

6. Information Sharing

We may need to share your personal information with third parties that we have contracted to assist in supply or improvement of services, such as to fix a technical fault in a remote location, to help track your hardware delivery, or for a customer research project. Other than these instances, we do not give information about you to anyone else unless:

- (a) you have consented
- (b) you'd expect us to or we have told you we will
- (c) it is required or authorised by law
- (d) it will prevent or lessen a serious and imminent threat to somebody's life or health or
- (e) the disclosure is reasonably necessary for law enforcement or for the protection of public

We do not share information to any overseas location.

7. Information Security

When we collect personal information directly from you, we follow industry standards to protect information submitted to us both while in transit and once we receive it. It is stored in our controlled customer management system, and our staff who are able to access this system receive training in privacy requirements.

No method of transmission over the internet, or method of electronic storage, is 100% secure and we cannot guarantee absolute security. If you have any questions about security on information, please contact us at info@owninternet.au.

8. How to contact us or make a complaint

For further information, contact us at info@owninternet.au or alternatively you can write to us at: Level 2, 476 David Street, Albury NSW 2640 if you wish to lodge a complaint about our privacy practices.