

Cadiz<sup>3</sup> is committed to protecting our customer's privacy, keeping your personal information and the security of your data safe is extremely important to us. This Privacy Policy outlines how Cadiz<sup>3</sup> collects, uses, shares, protects, and stores your personal information.

## Information We Collect

Cadiz<sup>3</sup> collects personal information from our customers when it is reasonably necessary for our business purposes. That means, we collect information to supply you with the products you have asked for and to provide you with the best possible service. This can include information like your name, address, date of birth, contact details, payment information, credit information & driver's licence.

Cadiz<sup>3</sup> may also collect personal information from your visits to our websites for Cadiz<sup>3</sup>'s marketing and statistical purposes.

Cadiz<sup>3</sup> collects information (including but not limited to personal information) regarding the use of our services to comply with the Telecommunications (Interception and Access) Amendment (Data Retention) Act 2015.

The Privacy Act 1988 has strict rules about how we handle and collect your personal information and about the type and use of services we provide, including but not limited to: the source and destination of communications such as emails and phone calls; connection and disconnection of internet and WAN services and the assignment of IP addresses.

## Information We Do Not Collect

Cadiz<sup>3</sup> will not collect any information regarding the content of your communications (including any personal information therein) and this includes email, voice and internet browsing. Cadiz<sup>3</sup> will not access any information you store on infrastructure located in our data centres or hosted on virtual infrastructure at any time.

## How We Collect the Information

Cadiz<sup>3</sup> collects your personal information as reasonably necessary for the purposes of delivering services to you and we collect this personal information using a variety of means including but not limited to application forms, emails, tickets and telephone conversations.

We may use cookies or other similar technology for collecting data (including personal information from time to time) regarding the use of our own websites.

Cadiz<sup>3</sup> collects information (which may include personal information) regarding the use of our services using the 'logging tools' within our core infrastructure.

## How We Use the Information We Collect

Personal information is used for the purposes of creating an account, providing services and security as part of our service to you or an entity you represent. For the purposes of service delivery, Cadiz<sup>3</sup> may share your personal information with third party organisations such as:

- Our service providers; so we can supply the service to you.
- Debt collection agencies and similar parties that assist with debt-recovery.
- Your authorised representatives or legal advisors.
- Our professional advisors including lawyers, accountants, tax advisors and auditors.
- Other telco and information service providers; for example, for billing purposes and telephone directories.

Cadiz<sup>3</sup> may also disclose personal information to other companies and third-party suppliers and service providers located overseas for some of the purposes listed above.

Any personal information collected from cookies (or similar technology) in relation to our website is used for systems and marketing improvement only. Cadiz<sup>3</sup> will not sell any of your personal information that is collected.

## Storage and Access to Your Information

All information (including any personal information) stored by Cadiz<sup>3</sup> is kept on secure servers within our data centres within Australia. We take all reasonable steps to securely store your information in a way that is protected from any unauthorised use.

You may have access to the information held by Cadiz<sup>3</sup> by calling, emailing, or writing to us. We will always require proof of identity prior to giving you access to any of your information that we hold.

There may be times where in some situations we are allowed to refuse or limit our access to information, for example, if it could interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

Cadiz<sup>3</sup> aims to keep all information accurate, up-to-date, and complete. If you believe your information that Cadiz<sup>3</sup> holds is out-of-date, you can ask for it to be updated by contacting Cadiz<sup>3</sup> on 1300 933 217.

## Feedback

If you have any questions about your personal information and/or related privacy concerns, please contact us. We are committed to acknowledging any concerns in a prompt manner and will provide you with an estimated response timeframe.

If you believe Cadiz<sup>3</sup>'s response to your concern has not been dealt with accordingly, you may be able to lodge a complaint to the Australian Information Commissioner. The OAIC can be contacted on 1300 363 992 or online at: [www.oaic.gov.au](http://www.oaic.gov.au).

## Contact Us – We're Here to Help

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