



Tasmanet Pty Ltd ABN 61 111 240 978

Tasmanian Technopark
Unit 5 / Tech 3
30 -38 Innovation Drive
Dowsing Point TAS 7010
P.O. Box 149
Glenorchy TAS 7010

Ph: +61 3 6273 5111
Ph: 1300 792 711
Fax: 1300 792 833
www.tasmanet.com.au
info@tasmanet.com.au

Privacy Policy

Tasmanet respects the privacy of personal information that we may keep about you, and adheres to the Privacy Act 1988.

In this policy, the terms: 'you' and 'your' mean the paying customer (that is, the individual or entity recorded as requesting Tasmanet services and who pays for the service); we, our and us means Tasmanet Pty Ltd; and 'service' and or 'services' means (but is not limited to) the provision of services including dedicated point to point or point to multi-point services, Internet and network connectivity and any service Tasmanet provides to the customer which Tasmanet has agreed to provide to you under the plan you have chosen or as negotiated for a customised service and/or services.

What Information do we have?

We only have information about you that you have given us, or that we have collected through our business dealings with you.

This is information such as name, address, email, phone number(s), and any other contact information you may provide to us.

For billing purposes we also retain information that you provide to us such as credit card number and accounting information.

For customer service purposes we may retain information about any problems you may have experienced with the service, and what we did to rectify them.

What do we do with your personal information?

In some circumstances we may disclose your personal information for the following purposes.

In order to make a service call to rectify a service fault, we will need to disclose to the technician assigned the job, your name, address, contact details and any details of the fault you have provided to us.

If a law enforcement agency or government agency such as the Telecommunications industry Ombudsman requests information, we are required to supply such information as per the Telecommunications Act 1997

If we need to refer your account to a debt collection agency, we may disclose any such information as is necessary for the collection agency to recover the debt.

In the event that you make a complaint about us or our services to a third party, we may need to disclose your personal information to that third party in order to resolve the complaint