



Privacy Policy

PhoneTel Australia

1. Introduction

PhoneTel Australia ("PhoneTel", "we", "us", or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) and relevant telecommunications legislation.

2. Information We Collect

To provide you with our telecommunications services (including Mobile, NBN, and Portable Broadband), we may collect the following types of personal information:

- Identity Data: Name, date of birth, and identification documents (e.g., driver's license, passport) required for mandated identity verification.
- Contact Data: Billing address, physical service address, email address, and telephone numbers.
- Financial Data: Bank account or credit card details for processing monthly payments.
- Usage & Service Data: Call records, SMS volume, data usage metrics, network performance logs, and device identifiers (IMEI/IP address).
- Account Data: Usernames, passwords, and interaction history within the "My Account" portal or with our support team.

3. How We Collect Your Information

We collect personal information directly from you when you:

- Sign up for a PhoneTel plan via www.phonetel.net.au.
- Register or log into the "My Account" customer portal.
- Contact our customer support via phone or email.
- Participate in promotions or surveys.

We may also collect information automatically through cookies and similar tracking technologies when you use our Website.

4. Purpose of Collection and Use

PhoneTel uses your personal information for the following core purposes:

- To activate, provision, and maintain your telecommunications services.
- To process billing, payments, and manage debt recovery if necessary.
- To provide technical support and resolve customer service inquiries.
- To comply with legal and regulatory obligations, including mandatory data retention laws enforced by the Australian Government.
- To communicate important service notices, network outages, or updates to our terms.

5. Disclosure of Personal Information

We will not sell your personal information. We may disclose your information to third parties only as necessary to provide our services or comply with the law, including:

- Wholesale Network Providers: Such as Telstra Wholesale or NBN Co, to provision and manage your physical connection.
- Service Providers: Payment processors, mailing houses, and IT infrastructure partners.
- Regulatory and Legal Bodies: The Telecommunications Industry Ombudsman (TIO), law enforcement agencies, or emergency services (such as Triple Zero) when legally required or permitted.

6. Data Security and Retention

We implement robust technical and organizational security measures to protect your personal information from unauthorized access, loss, or misuse. Payment transactions are processed through secure, encrypted gateways. We retain your personal information (and metadata) only for as long as necessary to fulfill the purposes outlined in this policy or to comply with Australian legal and telecommunications retention requirements.

7. Access and Correction of Your Information

You have the right to request access to the personal information we hold about you and to ask for corrections if it is inaccurate, incomplete, or outdated. You can update much of your account information directly through the "My Account" portal. For specific access requests, please contact our support team.

8. Complaints and Contact Information

If you have a question or complaint regarding how PhoneTel handles your privacy, please contact us directly. We will investigate any complaint and respond within a reasonable timeframe.

PhoneTel Australia
PO Box 3334
West Kempsey NSW 2440
Website: www.phonetel.net.au
Phone Support: 1300 133 344