

PRIVACY POLICY

The Privacy Policy aims to ensure that Tekworx customer's private information is collected appropriately and used only for the purpose it was collected. Tekworx is bound by the Privacy Act to ensure that customer information is kept secure and not used for any purpose other than the reasons as follows:

THE TYPE OF INFORMATION TEKWORX RECORDS:

- Names
- Address
- Date of Birth
- Driver License Number (Customer Identification)
- ABN's, ACN and other business identifiers
- Account names and numbers and the information that makes it possible to obtain payments (Banking and/or credit card details)
- Email Addresses
- Passwords, PIN numbers (including on-line billing password)
- PUK codes for mobile phones
- Account information such as usage, bills and payments

If Tekworx does not receive sufficient information supplied by the customer, then Tekworx is unable to provide a service to the potential customer.

TEKWORX OBTAINS INFORMATION IN RELATION TO CUSTOMERS FROM:

- Tekworx's various application forms for different services
- Other providers
- Credit checks
- Information resources that are publicly available
- Tekworx's agents and sales representatives
- Telephone conversations with customers and emails and faxes from customers

TEKWORX USES CUSTOMER INFORMATION:

- To answer customer enquiries
- To provide information to the customer on Tekworx services
- To obtain payment where automatic payments are agreed

- To place orders for a customer's line (such as an existing line)
- To investigate and pursue bad debt and possible fraud

TEKWORX SUPPLIES INFORMATION:

- To carriers in the process of provisioning and maintaining services
- In the provision of directory services
- To debt recovery agencies as and when required
- When required to do so by law

HOW TEKWORX RECORDS CUSTOMER INFORMATION:

Tekworx keeps customer information on its computer servers that are password protected. All of Tekworx's systems are placed in an area that is not available to the public and all servers are protected by firewalls. Information is split into highly secured information such as credit card numbers and low security information is available online using password protected access; this information is through a secure web connection using Secure Sockets Layer (SSL), with support for 128 bit encrypt.

CUSTOMER ACCESS TO INFORMATION:

Customers may access information that Tekworx have on file to ensure that it is accurate. If the customer information is incorrect then it will be corrected and updated. Customers cannot access any information that would undermine the privacy of others.

If an Tekworx customer has access to on-line billing facilities to obtain information, it is the customers responsibility to keep their password safe. Through Tekworx's online customer support system, customers may check at any time the low level security information held in our data base.

PEOPLE ACTING ON THE CUSTOMER'S BEHALF:

Tekworx may give information to people acting on the customer's behalf once authority to so by the customer; verbal authorization is acceptable for close family members but otherwise written authorisation is required. Family members who are able to give the full name and date of birth of the customer may make preliminary enquiries on behalf of the customer.

DEALING WITH TEKWORX ANONYMOUSLY:

When possible, Customers can make enquiries with Tekworx anonymously.

USE OF CUSTOMER'S PERSONAL INFORMATION FOR MARKETING PURPOSES:

Tekworx will never sell customer information to third parties for marketing purposes. In instances where Tekworx would use customer information for marketing purposes, the customer would be given an option to “opt-out” of any marketing beforehand. Currently Tekworx does not use any personal customer information for marketing reasons other than providing information to customers on Tekworx services. Tekworx may use customer information in the form of company statistics and accounts where no information can be identified as relating to any one individual customer.

WHAT CUSTOMERS CAN DO CONCERNING PRIVACY:

If a customer has a concern about privacy, a letter or email should be sent to Tekworx’s privacy officer who will be pleased to discuss any of your issues or concerns.