

Jeenee Mobile Privacy Policy

Jeenee Mobile recognises the importance of your privacy and understands your concerns about the security of your personal information. Your personal information is protected by the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This Privacy Policy explains how we collect your personal information, what we do with it, and most importantly, how it is protected.

1. What is personal information?

Personal information is any information or an opinion about you that identifies you or through which your identity can be reasonably established. Examples of personal information include your name, signature, address, date of birth and any commentary or opinion about you.

2. Collecting personal information about you

2.1 The kinds of personal information we hold

Generally, we collect personal information such as your name, date of birth, address, gender, occupation, your contact details (such as your residential address and email address), your interests, and information about how and where you purchase and use our products.

We only collect personal information that is necessary for us to provide our services to you, to develop and promote our services and to assist us with complying with our legal and regulatory obligations.

The kinds of personal information we collect and hold about you will depend upon the services you request from us. It may include:

- information you give us when you request a service or product from us, including your name, address and contact details;
- information about individuals we collect in the course of providing products and services for clients, for example when you pay your bill or purchase products; or
- information contained in communications between us and you, for example when you complete a form on our website or send us an email.

2.2 Electronic personal information

We collect electronic personal information about your use of our website each time you visit it. Your use of the facilities and services available through our website will determine the amount and type of information which we collect about you. The kinds of electronic personal information we collect may include:

- the date and time of visits;
- which pages are viewed;
- how users navigate through the site and interact with pages (including fields completed in forms, applications completed, search items entered);
- location information about users;
- information about the device used to visit our website;
- internet provider details;
- referring URLs (universal locators); and
- IP addresses.

2.3 Our use of cookies

When you visit our website, our server attaches a small data file called a “cookie” to your computer’s memory.

Cookies are pieces of information that may be transferred to your computer’s memory when you visit a website for record keeping purposes. Most Web browsers are set to accept cookies. However, if you do not wish to receive any cookies you may set your Web browser to refuse cookies.

We use cookies to provide us with aggregate (anonymous) information on how people use our website and to help us to know what they find interesting and useful on our website to make their use of our website more effective. We do not link this information back to your identity or other information that you have provided to us. We do not store any information that identifies you inside cookies.

2.4 The way we collect personal information from you

We will usually collect information directly from you. Sometimes, we may collect personal information about you from a third party, for example, we might be given your personal information by your employer who provides you with a device using one of our services, or by your parent or guardian if you are under 18.

If you have referred us to third parties to obtain personal and other information about you we will assume and you must ensure that the third party is aware that you have referred us to them and of the purposes involved in the collection, use and disclosure of your personal information.

If you supply us with information about another person, you should ensure you are authorised to do so. You must inform that person who we are, that we will use and disclose their personal information as outlined in this Privacy Policy from time to time and that they have certain rights to access the personal information that we hold about them.

If you do not provide us with your personal information, or you do not consent to us using your personal information as outlined in this Privacy Policy, it may not be possible for us to provide you with the services you request.

3. Using, disclosing and protecting your personal information

3.1 The purposes for which we collect and hold personal information and how we use it

We only collect personal information that is necessary for us to provide our services to you, to develop and promote our services and to assist us with complying with our legal and regulatory obligations.

For example, we may collect, use and disclose personal information about you to or from:

- a credit reporting agency or credit provider;
- our related corporations or joint venture partners;
- third parties or suppliers who are not related to us, including our agents, dealers, contractors and franchisees – but only for the purpose of supplying you with our services;
- emergency services organisations; and
- law enforcement agencies and government agencies for purposes relating to the enforcement of criminal and other laws.

In relation to your credit situation, please see the section on '[Credit Related Information](#)' below.

We may also use your personal information to provide you with information about other services offered by us. You can opt out of receiving this kind of information at any time by contacting our customer service team on **1300 054 631**.

3.2 Third party service providers

From time to time, we may contract out some of our functions to external service providers (such as storage of data, IT services, mailing, customer service, marketing, billing, auditing).

We may disclose your personal information to these third party service providers but only so that they can provide the services that we have contracted them to do.

We may store and process your personal information using cloud-based technology or using servers that may be located outside of Australia. Currently, some of our data is held with a third party service provider whose servers are located in the United States, Europe and the Asia Pacific.

3.3 Protecting your personal information

Your personal information may be stored in either hard copy or electronic format.

Where we use our own storage facilities, we will take reasonable steps to ensure the security of your information. We archive old information in secure locations in Australia and will only keep it for as long as the law requires, after which time we will destroy it.

Where we engage a third party service provider, we will make sure that appropriate data handling and security arrangements are in place.

We use a range of physical and electronic security measures to protect the security of the personal information we hold. For example:

- access to our information systems is controlled through identity and access management, such as passwords and security keys;
- we use firewalls, and frequent virus scanning tools;
- employees are bound by internal information security policies and are required to keep information secure;
- all employees are required to complete training about how to protect the personal information we hold and the importance of information security; and
- we regularly monitor and review our compliance with internal policies.

We take reasonable steps to destroy or permanently de-identify any personal information after it can no longer be used.

4. Emails from us regarding publications, events and education

4.1 How we collect personal information from you

If you provide us or have provided us with your email address, we may send emails to you containing Jeenee Mobile publications, such as newsletters. If you do not wish us to send you such emails, please contact our customer service team on 1300 054 631.

We may use an email management system to automate the management and dispatch of these emails. The system operates by inserting tracking codes in the emails that we send to you.

4.2 The kind of personal information we collect about you

Our email management tracking code allows us to collect personal information about you, such as whether you received and opened an email, and whether you clicked through to any links to our website. This information that we collect about you will be stored by our email management system.

4.3 The purpose for which we collect the information about you

The personal information that the email management system collects about you is used by us to:

- ensure that you only receive correspondence that you have informed us that you wish to receive;
- determine whether the information that we send to you is suitable for you interests, information needs and profile;
- ensure that the email address that you have provided to us is still operational;
- determine whether emails that we send to you are received by you;
- update a request that you make to us to unsubscribe from a publication that we send to you; or
- review the effectiveness and relevance of our emails to you by collecting other statistical information.

5. Sensitive information

'Sensitive information' is a specific type of personal information, including information about your health, race, ethnic origin, political opinions, membership of political, professional or trade associations, religious or philosophical beliefs, sexual preferences and criminal history.

The APPs impose greater obligations on us regarding any collection, use or disclosure we make of your sensitive information.

Usually, we only collect some health related information about you due to the nature of the services we provide and will only collect this information with your consent. In any case, we will only collect your sensitive information if:

- you have expressly consented to us doing so;
- we are required to do so by law; or
- the collection is necessary to establish, exercise or defend a legal claim.

6. Access to & correcting your personal information

In most cases, you can gain access to personal information that we hold about you. We will handle requests for access to your personal information in accordance with the APPs.

We encourage all requests for access to your personal information to be directed to our Privacy Officer by email or otherwise in writing to the address detailed in the section '[Contact Us](#)' below.

We will deal with all requests for access to personal information as quickly as possible. Requests for a large amount of information, or information which is not currently in use, may require further time before a response can be given. In some cases, consistent with the APPs, we may refuse to give you access to personal information we hold about you. This includes circumstances where giving you access:

- would be unlawful;
- would have an unreasonable impact on other people's privacy;
- would prejudice an investigation of unlawful activity; or
- would prejudice activities carried out by, or for, a law enforcement agency.

If we refuse to give you access we will provide you with reasons for our refusal.

Generally, if you request us to do so we will amend any personal information about you held by us which is inaccurate, incomplete or out of date. If we disagree with your view about the accuracy, completeness or currency of a record of your personal information held by us, and you ask us to associate with that record a statement that you have a contrary view, we will take reasonable steps to do so.

We do not charge a fee for providing you access to the basic customer information that we hold about you. In some circumstances we may charge a non-refundable fee, for example, if you request information to outgoing calls, sms records, or any other non-basic customer information. If we need to charge you a fee we will let you know what that fee is first.

7. Credit related information

We will use your personal information to assess your credit situation when you apply for some products. We do not conduct credit reviews ourselves. Rather, we engage a credit reporting agency to provide us with a credit assessment. We do not hold any of the information contained in the credit report other than whether you have been approved or not. We may continue to use this information to manage your credit.

As part of this process, we may give information about you to a credit reporting agency to:

- obtain a consumer credit report about you; and/or
- allow the credit reporting agency to create or maintain a credit information file containing information about you.

We will always tell you before we seek a credit report, and we will not obtain one if you are under 18.

The information that we may share with a credit reporting agency is limited to:

- identity particulars – your name, sex, address (and previous two addresses), date of birth, name of employer and drivers licence number;
- your application for credit or commercial credit – the fact that you have applied for credit and the amount;
- the fact that Jeenee Mobile is a current credit provider to you;
- information that, in the opinion of Jeenee Mobile, you have committed a serious credit infringement (that is you have acted fraudulently or shown an intention not to comply with your credit obligations);
- the fact that credit provided to you by Jeenee Mobile has been paid or otherwise discharged. This information may be given before, during or after the provision of credit to you.

We do not use your credit related information for any of our marketing or promotional activities or to generate marketing lists.

If you would like to know more about how we store your information, please see the section '[Protecting Your Personal Information](#)' above.

You can access the credit related information we hold about you, ask us to correct it, or make a complaint, as detailed in the section '[Access To & Correcting Your Personal Information](#)' above and '[Contact Us](#)' below. If we agree that our records need to be corrected, and we have previously disclosed that information to our credit reporting agency or other person, we will tell them about the correction too.

You can ask our credit reporting agency not to use or disclose the information in their files if you think you have been or are likely to become a victim of fraud.

You can find out more about the credit reporting agency we work with at www.veda.com.au The Veda website provides its contact details and its policies about the management of your personal information.

If you are concerned about how we handle your credit related information, please contact our Privacy Officer on the details under the section '[Contact Us](#)' below.

8. Contact us

If you would like more information about the way we manage personal information that we hold about you, or are concerned that we may have breached your privacy and wish to make a complaint, please contact us by either:

Email privacy@jeenee.org.au
Mail Attention Privacy Officer
 PO Box 253, Parramatta, NSW 2124
Phone 1300 054 631
Fax 02 9878 3650

Jeenee Mobile Privacy Policy

We will do our best to resolve your complaint as quickly as possible, and in any event aim to respond to you within 30 days. If you are not satisfied with our response to your complaint, you can refer the matter to the Office of the Australian Information Commissioner:

Online www.oiac.gov.au

Mail GPO Box 5218, Sydney NSW 2001

Phone 1300 363 992

Fax 02 9284 9666

9. Changes to our Privacy Policy

From time to time it may be necessary for us to review and revise our Privacy Policy. We may notify you about changes to this Privacy Policy by posting an updated version on our website. You may also request a copy of our privacy policy by contacting us.