

Privacy Policy

ECN 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 ECN collects, uses, shares, protects and stores your personal information.

Information we collect

ECN 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, gender, contact details, payment information, credit information & driver's licence.

ECN may also collect personal information from your visits to our websites for ECN's marketing and statistical purposes.

ECN 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 assignation of IP addresses.

Information we do not collect

ECN will not collect any information regarding the content of your communications (including any personal information therein) and this includes email, voice and internet browsing. ECN 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 information

ECN 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.

ECN 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, ECN may share your personal information with third party organisations such as:

- Our service providers, so we can supply the service to you.
- Technicians we engage to resolve faults concerning your service.

- 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.

ECN 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. ECN will not sell any personal information collected.

Storage and access to your personal information

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

You may have access to the personal information held by ECN by calling, emailing or writing to us. We will always require proof of identity prior to giving you access to any of your personal information that we hold.

There may be times where in some situations we are allowed to refuse or limit your 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.

ECN aims to keep all your personal information accurate, up-to-date and complete. If you believe your personal information that ECN holds is out-of-date, you can ask for it to be updated by contacting ECN on 1300 790 111.

Feedback

If you have any questions about your personal information and/or related privacy concerns, please contact us. We are committed to acknowledging your complaint in a prompt manner and will give you an estimated timeframe for when we will respond to your complaint.

PHONE: 1300 790 111

EMAIL: service@ecn.net.au

POST: ECN Technology
PO Box 643
TOOWONG QLD 4066

If you believe ECN's response to your concern or complaint regarding your personal information collected and held by ECN 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.