



PRIVACY POLICY

ECN is committed to protecting our customers' privacy and safeguarding their personal information. This Privacy Policy outlines how ECN collects, uses, discloses, protects and stores your personal information when you use our services or interact with us.

Information We Collect

ECN collects personal information where reasonably necessary to conduct our business and provide our services. The information collected depends on your relationship with us and the services you use.

This information may include your name, address, date of birth, contact details, payment information, credit information and driver's licence details. We use this information to manage accounts, verify identity, process orders and payments, provide services and support our customers.

When you visit our website, we may also collect information about your usage and interactions through cookies and similar technologies for analytics, statistical analysis, website improvement and marketing, where applicable.

As a telecommunications and information services provider, ECN may collect and retain certain telecommunications metadata where required or authorised by law, including under the *Telecommunications (Interception and Access) Act 1979* (Cth) and applicable amendments. Depending on the services provided, this information may include records relating to the source and destination of communications, service connections and disconnections, and the allocation of IP address. The information retained depends on the applicable legal and regulatory requirements.

ECN handles personal information in accordance with the *Privacy Act 1988* (Cth) and other applicable privacy obligations.

Customer Content

ECN does not routinely access or inspect the content of customers' private communications or files stored on our infrastructure or hosted virtual platforms as part of providing our services. This includes the content of emails, voice messages and files stored by customers.

Where customers enable features such as voicemail transcription or call summaries, the content of relevant calls and messages is processed automatically to provide those features.

ECN may also process technical information and service metadata generated through the operation of its infrastructure for service delivery, network management, troubleshooting, security, performance monitoring and legal compliance.



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Where access to or processing of customer content is necessary for a legitimate operational purpose, or required or authorised by law, ECN will handle that information in accordance with applicable legal obligations and relevant service arrangements.

How We Collect the Information

ECN may collect personal information:

- Directly from you through application forms, emails, support tickets, telephone conversations, service enquiries, account registrations and other interactions.
- Through our website using cookies and similar technologies.
- Through logging and monitoring tools within our infrastructure, including technical information that may contain personal information.
- From authorised representatives, service providers or other third parties where reasonably necessary to provide or manage our services.

How We Use the Information We Collect

ECN uses personal information for the purposes reasonably connected with our business and the services we provide. These purposes may include:

- Creating and managing customer accounts.
- Providing, maintaining and supporting our services.
- Processing orders, billing and payments.
- Verifying identity and managing credit-related matters.
- Maintaining network security, preventing fraud and investigating technical issues.
- Communicating with customers about their accounts, services and support requests.
- Improving our systems, services and website.
- Sending updates about our products and services, including marketing communications. You can unsubscribe from marketing emails at any time.
- Meeting applicable legal, regulatory and contractual obligations.

Where necessary for these purposes, ECN may disclose personal information to third parties, including:

- Service providers and suppliers who assist us in delivery, maintaining or supporting our services.
- Debt collection agencies and related organisations that assist with debt recovery.
- Authorised representatives and legal advisors acting on behalf of customers.
- Professional advisors, including lawyers, accountants, tax advisors and auditors.
- Other telecommunications and information service providers, where necessary for service delivery, billing, interconnection or telephone directory services.
- Government agencies, regulators and other parties where disclosure is required or authorised by law.



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ECN may also disclose personal information to overseas recipients, including service providers located in the United States of America and the Philippines. The countries involved depend on the providers and arrangements relevant to our operations.

Where required by Australian privacy law, ECN takes reasonable steps to ensure overseas disclosures comply with our legal obligations.

ECN does not sell personal information collected about its customers.

Storage, Security and Retention

ECN takes reasonable steps to protect personal information against misuse, interference, loss, and unauthorised access, modification or disclosure. These measures may include access controls, security monitoring and other safeguards appropriate to the information held and the risks involved.

ECN stores information on secure systems, including servers located in its Australian data centres. Depending on the services used and the third-party providers involved, information may also be processed or stored by service providers in accordance with the arrangements described in this Privacy Policy and applicable legal requirements.

ECN retains personal information for as long as reasonably necessary for the purposes for which it was collected, to provide our services, to meet contractual and legal obligations, and to resolve disputes. Certain telecommunications records may be subject to specific statutory retention requirements.

When personal information is no longer required and is not subject to a legal retention obligation, ECN takes reasonable steps to securely destroy the information or remove identifying details so that individuals can no longer reasonably be identified.

Access to Your Information

You may request access to the personal information ECN holds about you by contacting us using the details provided below. We may require proof of identity or other information to verify your identity before providing access.

In certain circumstances, ECN may be permitted or required by law to refuse or limit access, including where providing access would unreasonably affect another person's privacy or another legal exception applies. Where required by law, we will provide written reasons for refusing access.

ECN takes reasonable steps to ensure the personal information we hold is accurate, up to date and complete for the purposes for which it is used.



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If you believe your information is inaccurate, incomplete or out of date, you may request a correction by calling 1300 790 111 or contact us using the details below.

Feedback

If you have any questions about how ECN handles your personal information, or wish to raise a privacy concern or complaint, please contact us using the details below.

Please provide sufficient information for us to understand and investigate your concern. ECN will assess your complaint, take reasonable steps to investigate it and respond as soon as practicable. Where appropriate, we will provide an estimated response timeframe.

If you are not satisfied with our response, you may be able to lodge a complaint with the Office of the Australian Information Commissioner (OAIC), subject to applicable requirements.

The OAIC can be contacted on 1300 363 992 or online at: www.oaic.gov.au.

Contact Us – We’re Here to Help

Phone: 1300 790 111
Email: service@ecn.net.au
Post: PO Box 643, Toowong DC QLD 4066
Website: www.ecn.net.au