

PRIVACY POLICY



At JustISP, your privacy is one of our main priorities. This document describes what we do with your personal information, and how we go about protecting it.

JustISP is bound by the Privacy Act 1988 (Cth), which outlines a number of principles concerning the privacy of individuals.

Information Collection

To provide services to you, we need to collect and store information about you. Such information may include your name, your address, your contact numbers, email addresses, bank account or credit card details, and your JustISP account password details.

We also hold information on prospective customers who have expressed an interest in our services, as well as current, and past customers who have had a JustISP service or product.

How We Collect and Hold Your Personal Information

JustISP collect personal information from you when you apply for a JustISP service online, over the telephone, or through completion of a form with a JustISP representative. We may also collect information in other ways such as:

- When you use a product
- When you pay your bill
- Through our employees, agents, contractors or suppliers
- Third party service providers
- From our customers' authorised representatives, or
- When we are required by law to do so.

The personal information we collect may include your name, contact details, bank and credit card details used to transact with JustISP, credit reports, records of your use of our services and financial records including contracts, invoices and payments made.

The personal information collected will be held in controlled systems that are protected with authorised access only and prevent copying of your personal information. JustISP protects your personal information by:

- Completing ID checks to verify your identity
- Check your details are correct and up-to-date
- Storing all data securely within Australian centres only
- Providing system access via controlled logins and different security / authorisation levels, ensuring staff only have access to information related to their job role
- Ensuring functional restrictions apply to staff required to work via remote access
- Applying security restrictions to copying, printing and recording information, and limiting these actions to authorised personnel only
- Implementing strict security protocols on the transfer of data within JustISP.

JustISP will not generally collect, hold or disclose sensitive information about customers.

Personal Information Uses

JustISP will only use your personal information to:

- Verify who you are (your identity)
- Process your service application
- Process and manage your services while with us,
- Carry out checks for credit-worthiness or fraud
- Understand how we can best serve you in the future, and
- Comply with all our legal and regulatory obligations.

Sharing Your Personal Information

We may be required to share your personal information with organisations outside of JustISP. These include (but not limited to)

- Regulatory or legal bodies overseeing a complaint or concern you raised
- Technicians we employ to ensure your service is working
- Suppliers we use to supply your service
- Debt collectors or companies that assist in debt recovery
- Credit reporting bodies or Credit providers

These companies will be permitted to obtain the personal information they need to deliver the service.

Accessing Your Personal Information

You may access your Personal Information by contacting us. JustISP will confirm your identity prior to gaining the Personal Information we stored about you. There is usually no fee associated with this request, however, if the request is complex, there may be an associated charge.

Should you have any questions regarding your privacy, please visit our website at www.just-isp.com and select the Contact option.

Changes to this Privacy Policy

JustISP reserves the right to make amendments to this Privacy Policy at any time.