



## NuSkope Privacy Policy

At NuSkope we are committed to safeguarding the privacy of our customers and website visitors.

This policy sets out how we will treat your personal information.

### What information do we collect?

NuSkope collects Personal Information like your name, address, date of birth, email address, occupation, gender, location, contact details, payment details and financial details.

We may also collect information about your visits to and use of our website. This includes:

- information about any transactions carried out between you and us on, or in relation to, our website, including information relating to any purchases you make of our goods or services
- information that you provide to us for the purpose of registering with us, subscribing to our website services, or email notifications
- information about your computer and your visits to this website such as your IP address, geographical location, browser type, referral source, length of visit and number of page views. We may use this information in the administration of this website, to improve the website's usability, and for marketing purposes

If you do not provide some or all of the Personal Information we request, we may not be able to provide you with the Services you request.

### How we collect your Personal Information

We generally collect Personal Information from you directly (for example, when you apply for our Services, or when you provide us with information by telephone or email). We may also collect Personal Information from other sources, including:

- your representatives
- our employees, agents, contractors or Suppliers
- third parties, such as our related companies, credit reporting agencies, credit providers, or fraud checking agencies
- other telecommunications and information service providers
- our equipment
- other publicly available sources



## **Using your Personal Information**

NuSkope collects Personal Information to provide you with the services you have requested and to provide you with excellent customer service. For example, we may use your Personal Information to:

- verify your identity
- assess your eligibility for our Services
- assist you to acquire our Services
- provide the Services you request
- manage the Services (for example for billing, account management and debt collection)
- conduct reasonable checks for credit-worthiness or fraud
- research and develop our products and services
- assist our business planning
- promote and market our services and products to you (unless you request that we do not use your Personal Information in this way)

## **Sharing your Personal Information**

We may need to disclose your Personal Information to third parties outside of NuSkope for the purposes outlined in this policy. For example, we may disclose your Personal Information to:

- our employees, agents or contractors
- our related companies
- our Suppliers who need access to certain Personal Information to allow us to provide the Service to you
- credit reporting agencies, credit providers, fraud-checking agencies
- our professional advisers (accountants, auditors, and lawyers), in order to establish, exercise or defend our legal rights
- other telecommunication and information service providers
- your Authorised Representative
- your legal advisers
- government or Regulatory Authorities and other organisations, as required or authorised by law
- to the purchaser or seller (or prospective purchaser or seller) of any business or asset which we are (or are contemplating) selling or purchasing

Except as provided in this policy, we will not provide your Personal Information to third parties. We will not without your express consent provide your personal information to any third parties for the purpose of direct marketing.



## **Security of your Personal Information**

We will take reasonable precautions to prevent the loss, misuse or alteration of your Personal Information. Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

We will store all of the Personal Information you provide on our secure servers. All electronic transactions you make to or receive from us will be encrypted using SSL technology.

You are responsible for keeping your password confidential. We will ask for your password before we make changes to your account.

## **Our Websites and Cookies**

We use cookies on our website. A cookie is a text file sent by a web server to a web browser and stored by the browser. The text file is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We may send a cookie which may be stored by your browser on your computer's hard drive. We may use the information we obtain from the cookie in the administration of this website, to improve the website's usability and for marketing purposes. We may also use that information to recognise your computer when you visit our website, and to personalise our website for you.

Most browsers allow you to refuse to accept cookies. (For example, in Internet Explorer you can refuse all cookie by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector.) However, this will have a negative impact on the usability of many websites, including this one.

## **Accessing and Changing your Personal Information**

You may instruct us to provide you with access to any Personal Information we hold about you. Provision of such information may be subject to the payment of a reasonable fee.

You may also request that we correct any Personal Information we hold about you.

To request access or a change to any of your Personal Information, please contact us using any of the contact details located on our website [www.nuskope.com.au](http://www.nuskope.com.au), email us at [support@nuskope.com.au](mailto:support@nuskope.com.au), or call us on 1800 733 418.



### **Third Party Websites**

Our website contains links to other websites. We are not responsible for the privacy policies of third party websites.

### **Policy Amendments**

We may update this policy from time-to-time by posting a new version on our website. You should check this page occasionally to stay up to date with any changes.

We may also notify our customers of changes to our privacy policy by email.

Information is current as of 11/11/2016