

Privacy Policy

Launch Internet is committed to providing you with a high level of customer service including protecting your privacy. Launch Internet is bound by the Commonwealth Privacy Act 1988, which sets out a number of principles concerning the protection of your personal information.

Set out below is information that Launch Internet is required to communicate to our customers. We recommend that you keep this information for future reference.

Launch Internet

Launch Internet provides a range of telecommunication, Print & Design and IT support services, either through a particular division within Launch Internet or through one of our related companies - for example, Launch Media.

Your personal information

Personal information held by Launch Internet may include your name, date of birth, current and previous addresses, telephone/mobile phone number, email address, bank account or credit card details, occupation, driver's licence number and your Launch Internet, username or password. We also hold details of your Launch Internet services (including their status), as well as certain details about your personal interests.

If you choose not to provide us with certain personal information (e.g. your date of birth), we may not be able to provide you with the services you require, or the level of service on which we pride ourselves.

Occasionally, you may need to provide personal information about other individuals to Launch Internet (e.g. about your authorised representatives). If so, we rely on you to inform those individuals that you are providing their personal information to Launch Internet and advise them that we can be contacted for further information.

How we collect personal information

Launch Internet collects personal information in a number of ways, including:

- directly from you, when you provide information by phone or in application forms, or when you submit your personal details to us through our web sites (e.g. during Online Service registration);
- from third parties such as our related companies, credit reporting agencies or your representatives;
- from publicly available sources of information;
- from the organisations identified below under 'When we disclose your personal information or
- from our own records of how you use your Launch Internet services including CLI (caller line identification) even if number is withheld by user.

How we use your personal information

Your personal information may be used to:

- verify your identity;
- assist you to subscribe to our services;
- provide the services you require;
- administer and manage those services, including charging, billing and collecting debts;
- inform you of ways the services provided to you could be improved;
- conduct appropriate checks for credit-worthiness and for fraud;

- research and develop our services;
- gain an understanding of your information and communication needs in order for us to provide you with a better service; and
- maintain and develop our business systems and infrastructure, including testing and upgrading of these systems.

Also, your personal information is collected so Launch Internet can promote and market its services to you. We do this to keep you informed of our products, services and special offers. If you do not wish Launch Internet to promote and market its products, services and special offers to you, please email legals@launch.net.au. In relation to marketing and promotional material sent via email, we will send such material only if you elect to receive it or if it is provided in response to your request.

When we disclose your personal information

In order to deliver the services you require, Launch Internet may disclose your personal information to organisations outside Launch Internet. Your personal information is disclosed to these organisations only in relation to Launch Internet providing our services to you. These organisations carry out our:

- customer enquiries;
- mailing operations;
- billing and debt-recovery functions;
- information technology services;
- installation, maintenance and repair services;
- marketing, telemarketing and market research; and
- web site usage analysis.

Launch Internet takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

In addition, we may disclose your personal information to:

- your authorised representatives or your legal advisers (e.g. when requested by you to do so);
- credit reporting and fraud checking agencies;
- credit providers (for credit related purposes such as credit worthiness, credit rating, credit provision and financing);
- our related companies;
- our professional advisers, including our accountants, auditors and lawyers;
- other telecommunication and information service providers (for example, if you obtain services from other providers, we may need to disclose your personal information for billing purposes);
- government and regulatory authorities and other organisations, as required or authorised by law; and
- organisations who manage our business and corporate strategies, including those involved in a transfer/sale of all or part of our assets or business (including accounts and trade receivables) and those involved in managing our corporate risk and funding functions (e.g. securitisation).