

Privacy Policy

Redfox is committed to providing quality services to our customers and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information. Customer privacy is a serious matter to Redfox and we only retain customer information in line with existing legislation requirements and to deliver our best levels of customer service.

We do not keep a copy of your web browsing history, download records, or copies of your emails and phone calls.

We do keep a copy of your phone calls and email correspondence with us and this is used solely to ensure that our customer service expectations are being met or can be improved upon.

We will only use your personal information for the following purposes:

- Verify your identity and conduct appropriate checks for credit worthiness
- Provide and develop the services which you require
- Administer and manage those services including charging, billing, obtaining payment, fault management, complaint handling and debt collection;
- To communicate with you directly in administering and managing your service as above
- As required by or in accordance with any mandatory industry code or standard registered under the Telecommunications Act 1997 (Cth); and
- To comply with requests for information issued to Redfox by agencies and courts that are entitled to obtain the information under Australian law.

The following uses may require disclosure of the personal information to third parties including:

- To service providers who provide services to us, such as provider of telecommunications services;
- To credit reporting agencies;
- To third parties where you have given consent to the disclosure: and
- To government, law enforcement and national security agencies and regulatory bodies where this is necessary for us to comply with our legal obligations.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at www.privacy.gov.au

Should you wish to complain about a breach of privacy or require any further information please submit your request via email to internet@redfoxcorp.com.au.