



Privacy Policy

In this Privacy Policy "we", "us", "our" and "Konec" means **Konec Solutions Pty Ltd (ABN 41 642 206 835)** or **Konec Mobile Pty Ltd (ABN 34 650 761 667)** of Level 3, 5 Talavera Road, Macquarie Park, NSW 2113.

This Privacy Policy explains how we collect and handle your personal information. Personal information is information or an opinion about an identified individual or an individual that is reasonably identifiable.

You consent to us collecting, holding, using and disclosing your personal information in accordance with this Privacy Policy. If you do not provide us with certain personal information, we may be unable to provide services to you, including our Konec Application or mobile services.

What personal information do we collect?

We collect personal information about you which may include:

- your name, date of birth, gender, occupation
- your contact details such as your phone number, email address and mailing and/or home address
- date of birth
- bank details
- identity information such as driver's license, Medicare Card, Passport details and credit information;
- if you apply for a job with us, employment history and tax file number;
- if you use our Konec Application:
 - account information required to access the Application;
 - information about your use of our Application, such as application version, operating system, language settings and equipment identification information; and
 - access information including access times;
- details of products and services we've supplied to you or you've asked about and details needed to deliver those products and services or answer your questions;
- what you tell us about the products, services or lifestyle activities you like or how you like to use our products and services, websites you visit and online searches you do;
- details about your account including your username and password;
- information that you provide us directly or indirectly when online, information you provide to us through surveys;
- location information such as IP address and post code;
- transaction information (for example, transaction amounts, and dates/times of transactions);
- metadata generated through your usage of our mobile service (e.g. the date, time and duration of your communications); and
- information required for us to discharge our obligations relating to law enforcement under applicable laws in relation to telecommunications services that we provide.

How do we collect the personal information?

We may collect personal information about you:

- where you provide the information directly to us when you create an account with us, use our mobile services or share content, information or send invitations to other individuals through our Application;
- where you contact us or otherwise provide information to us;
- when you buy products or service from us;
- when you subscribe to newsletters, alerts or other services, take part in a survey, prize draw or competition;
- when you make calls to us (these calls may be recorded for training, quality and business purposes);
- if you apply for a job with us;
- from other telecommunication and information service providers that interact with us in providing products to you (e.g. overseas when you use a roaming mobile service);
- from credit/fraud reporting agencies, law enforcement agencies and other government entities, entities that provide services to us and publicly available sources of information;
- from your device and/or Application for the purpose of providing you with real-time information of the product system and Application;
- from third party sources such as Google, Apple, Tuya, Wulian, Ezviz when you use third party related services; and
- through the use of support cookies.
- Personal information relating to your use of the network will be collected and handled by Telstra in accordance with their Privacy Statement, which can be found at <https://www.telstra.com.au/privacy>
- We partner with Microsoft Clarity and Microsoft Advertising to capture how you use and interact with our website through behavioural metrics, heatmaps, and session replay to improve and market our products/services. Website usage data is captured using first and third-party cookies and other tracking technologies to determine the popularity of products/services and online activity. Additionally, we use this information for site optimization, fraud/security purposes, and advertising. For more information about how Microsoft collects and uses your data, visit the [Microsoft Privacy Statement – Microsoft privacy](#)

How is personal information used and stored?

The personal information that we collect may be used for the following purposes:

- to provide goods or services to you, including processing any orders, invoicing, creating/managing user profiles and providing mobile services;
- managing your account;
- responding to your inquiries/requests and providing support and assistance for the services;
- contacting you about the services and with important notices or where you consent to us contacting you;

- for direct marketing – see Direct Marketing below;
- improving our products through internal review, verification and analysis;
- verifying your identity;
- carrying out credit checks;
- carrying out market research and analysis;
- training our staff and those of our partners who aid in the provision of products, services and support to you;
- to protect against or deter fraudulent, illegal or harmful actions including conducting internal investigations in relation to crime and fraud prevention, detection, recovery or prosecution;
- conducting internal/external investigations into regulatory compliance; and
- to resolve any disputes and to comply with our legal obligations, and to assist government and law enforcement agencies including the Manager of the Integrated Public Number Database and Government agencies responsible for emergency alert services.

We store personal information in electronic format and hardcopy and take reasonable steps to ensure that the personal information is protected from misuse, interference and loss and from unauthorised access, modification or disclosure. However, as the transmission of information across the internet is not completely secure we cannot guarantee the security of your personal information transmitted to our website. Any such transmission is at your own risk.

How We Disclose Personal Information

We may disclose your personal information:

- to our related companies;
- to our third party service providers so they may perform services for us on our behalf;
- if you have consented to the disclosure;
- to device manufacturers and repairers;
- to your authorised representatives, legal advisors, appointed guardian/trustee and to our professional advisors including lawyers, accountants, tax advisors and auditors;
- to debt collection agencies and other parties that assist with debt recovery functions;
- to third parties for the purpose of preventing fraud, unlawful activity or misconduct relating to your account and our services; or
- if we are required or authorised by law to do so including to law enforcement or to other telecommunications companies for regulatory compliance.

Direct Marketing

We may use and disclose personal information to direct market to you: products, services, special deals offered by us, our referrers, agents, and members of our corporate group, and our business partners, where we think these will be of interest to you, using:

- post
- email
- electronic messaging
- social media



- targeted web content
- other direct marketing channels.

We will continue to Direct Market to you until you opt-out by clicking on 'unsubscribe' in any communication we send or by calling or emailing us.

International Transfers of Personal Data

We may transfer or disclose personal information outside your country of residence to other companies in our group as well as to third party service providers for the purposes stated above (including for processing or storage) located in countries such as the United States of America, Philippines, China and Germany. We take reasonable steps to make sure the overseas recipients of your personal information do not breach any privacy obligations relating to it.

Cookies

Our website and Application utilises support "cookies" to maintain a record of your usage patterns and preferences. A cookie is a small text file that is transferred by a web server and stored on the hard drive of your computer or mobile device. It can only be read by the server that sent it to you. This information does not identify you personally and you remain anonymous unless you have otherwise provided us with personal information. Personal information collected through cookies will be handled in accordance with this Policy.

Updates to This Policy

We reserve the right to update or change this Privacy Policy at any time. We will notify you about changes to this Privacy Policy by notifying you through the Application (if you use it) or via email/SMS.

How to Contact Us

If you have any questions, would like to make a comment or a complaint about the way in which we have handled any privacy issue, or to request access or correction of your personal information, you can contact us in the following ways:

- Send us a support request from your account via app or website
- Call us on 1300 4 KONEC
- Email us at: help@konec.com.au

Accessing and Correcting your Personal Information or Making a Complaint

We will take reasonable measures to ensure that the information we hold about you is correct, however, this will depend on the information you provide to us. You may access or request correction of personal information that we hold about you. There is no charge for requesting access to your personal information but we may ask you to meet reasonable costs in providing you with access (for example, photocopying or postage costs).



We will respond to your request, comment or complaint within the timeframes required by applicable law, or if there is no timeframe, within a reasonable time frame. There are some circumstances in which we are not required to give you access to your personal information.

We aim to resolve all complaints promptly. However, if you are still concerned about the way in which any privacy issue has been handled by us, you may approach an independent advisor or contact the Office of the Australian Information Commissioner (www.oaic.gov.au) for guidance on alternative courses of action which may be available.

Date: 22nd July 2024