Privacy Policy

Beyond Broadband Group Pty Ltd (ABN 62 695 597 383) | Version 1.0 | Effective November 2026

This policy explains how Beyond Broadband Group Pty Ltd (ABN 62 695 597 383) collects, uses, discloses and protects personal information under the Privacy Act 1988 (Cth), the Australian Privacy Principles and the Telecommunications Act 1997 (Cth).

1. Information we collect

- **Contact and identity information:** name, date of birth, addresses, phone numbers, email, authorised representatives, and identity document details and verification results.
- **Account and billing information:** payment methods, transaction history, balances, payment arrangements and payment assistance information.
- **Service information:** service and mobile numbers, IP addresses, SIM and device identifiers, activation and cancellation records, usage, call and message records (metadata), and fault reports.
- **Communications:** enquiries, complaints, correspondence and call recordings (we tell you if a call is recorded).
- **Website information:** IP address, browser and device details, pages visited and cookies.

We collect only what is reasonably necessary for our services or required by law. You can deal with us anonymously or using a pseudonym for general enquiries, but not to buy or manage a service.

2. How we collect it

Mostly directly from you, when you apply for, use or ask about a service. We also receive information from NBN Co, our wholesale supplier, network operators, identity verification and payment providers, and your authorised representatives.

3. How we use it

To verify your identity; assess and accept applications; supply, bill and support your services; prevent fraud and protect our networks; handle complaints and payment assistance; tell you about our services (you can opt out at any time); and meet our legal obligations, including assisting law enforcement and emergency services where the law requires.

4. Automated decisions

We and our providers may use computer systems to verify your identity and screen applications and account changes for fraud. These systems may decide, or help decide, whether an application or a change such as a SIM replacement or number transfer is accepted. They use your name, date of birth, contact details, address and identity document details. You can contact us if you think an automated decision is wrong.

5. Who we share it with

NBN Co and network operators, our wholesale supplier and its platforms, identity verification, payment, IT and hosting providers, the Integrated Public Number Database (for mobile numbers, as required by law), emergency services, regulators and law enforcement where the law requires or permits, the Telecommunications Industry Ombudsman, and your authorised representatives. We do not sell your personal information. We may obtain credit reports from, and give default information to, credit reporting bodies for some applications and accounts, as explained in our Credit Reporting Policy.

6. Overseas disclosure

Some of our suppliers, including our wholesale provider, may disclose limited personal information (such as your name and address) to organisations outside Australia, only as needed to provide your services. These organisations may be in countries without privacy laws equivalent to Australia's, and we are not able to specify the countries in advance because they depend on our suppliers' arrangements. We take reasonable steps to ensure they handle your information in line with Australian privacy law.

7. Security and retention

We protect information with access controls, multi-factor authentication, secure platforms and supplier safeguards. We keep information only as long as needed or required by law, including keeping telecommunications metadata for at least two years where the law requires, and then securely destroy or de-identify it. We respond to data breaches under the Notifiable Data Breaches scheme.

8. Sensitive information

If you tell us about disability, health, hardship, domestic or family violence or other personal circumstances, we use it only to help you, with your consent where required, and restrict access to it.

9. Cookies and marketing

Our website uses cookies to make it work and to understand how it is used; you can manage cookies in your browser. You can unsubscribe from marketing at any time. We will still send essential account, billing, safety and service messages.

10. Access and correction

You can ask for access to, or correction of, the personal information we hold about you. We will verify your identity and respond within 30 days. If we refuse, we will explain why and how to complain.

11. Privacy complaints

Contact our Privacy Officer by email at support@beyondbroadband.com.au, by phone on 07 3881 9606 or by post at Level 1, 377 Montague Road, West End QLD 4101. We will acknowledge your complaint and respond within 30 days. If you are not satisfied, contact the Office of the Australian Information Commissioner on 1300 363 992 or oaic.gov.au, or for telecommunications matters the Telecommunications Industry Ombudsman (TIO): 1800 062 058 or tio.com.au.

12. Changes

We may update this policy. The current version is at beyondbroadband.com.au/legal/privacy-policy.pdf.