

# Privacy Policy

## Introduction

This document applies to personal information collected by UCPATH PTY LTD (ACN 663 019 270).

## Personal Information

We may collect personal information directly from you, our records or a third party when it is reasonable for us to collect the information in this way, for example from publicly available sources such as websites, and telephone directories.

We do not collect personal information about you for simply browsing our website. If you choose to check service availability at your address or apply for a service, your personal information will be collected and stored in our customer relationship management for direct marketing campaigns.

## Types of personal information we collect

If you are a customer, we may collect:

- contact information - name, email address, mailing address and contact number.
- demographic information - age and gender.
- billing and payment information – billing email address, bank account details or credit card details.
- service history – credentials, fault tickets, service usages, enquiries, and complaints.

If you are not a customer, we may collect:

- contact information - name, email address, business address and contact number.

## Why we collect personal information

If you are a customer, we collect personal information for:

- providing you with the service you have requested (e.g., submitting an order.
- scheduling appointments.
- sending invoice.
- complying with applicable laws, codes, and standards.
- communicating with you via phone or email.
- conducting research and analysis.
- assisting law enforcement agencies and emergency services.

If you are not a customer, we collect your personal information for:

- marketing communications from us directly via email or a phone.
- third party marketing communications.

You can opt-out of marketing communications from us at any time.

**Sharing of information**

We may need to share your personal information with third parties that we have contracted to assist in supply or improvement of your services. This includes install, maintain, manage, faults resolution, tracking hardware delivery, or for market research. Outside of the above mentioned, we do not give information about you to anyone else unless:

- you have provided consent.
- you have been advised by us.
- we are required to by the law.
- it will prevent or lessen a serious and imminent threat to somebody's life or health.
- the disclosure is reasonably necessary for law enforcement or for the protection of public safety.

We use both national and overseas third party service providers, and your personal information may be disclosed to one of these service providers. For service providers located overseas we may be subject to the respective laws of the United States of America and Cyprus about the protection of personal information.

**Security of information**

When we collect personal information from you, we follow industry standards to protect the information submitted to us. It is stored in our customer relationship management system, and access is restricted to staff who have completed the privacy requirements training.

We cannot provide an unconditional guarantee on data security as no method of transmission over the internet or electronic storage is completely secure.

**Preferences**

If you use our online web portal, you will be able to view and modify your personal information. You may also access personal information we hold about you or can ask us to correct personal information we hold about you.

You cannot opt out of receiving essential emails such as service delivery, service faults, invoices, or Covid-19 updates.

You may choose to stop receiving non-essential emails such as marketing campaigns by clicking the unsubscribe link found in these emails.

You can stop receiving marketing related calls from us by telling the representative over the phone or sending us an email.

**Additional Information**

Our company is bound by the Australian Privacy Principles in the Privacy Act 1988 (Cth). This policy was last updated in January 2023.

## Credit Report

We may collect information about you and disclose your personal information to credit reporting bodies relating to your application for our products or services. Those credit reporting bodies may then include that information in reports that they provide to other credit providers to assist in assessing your credit worthiness. For example, if you fail to meet your payment obligations to us, or if you commit a serious credit infringement in relation to credit for our products or services, we may be entitled to disclose this information to credit reporting bodies. We may collect information about your credit worthiness or to establish your eligibility for credit from a credit reporting body.

We hold credit and credit eligibility information with the same integrity that we hold personal information.

The credit and credit eligibility information collected, held, or disclosed can include:

- information about your identity.
- information requests to credit reporting bodies.
- credit applications and arrangements.
- details about default listings, overdue payments, or serious credit infringements and subsequent payments or arrangements.
- bankruptcy or credit related court proceedings and publicly available information.
- credit scores, risk assessments and credit worthiness.

We may use or disclose information about your credit to:

- process applications and manage credit.
- develop our credit rating system.
- help you avoid default.
- collect outstanding debts.
- resolve serious credit infringements.
- handle complaints.
- aid regulatory matters and when required by law.
- assign debts.
- adhere to our credit reporting obligations.

You can request credit reporting bodies to not use your credit reporting information for direct marketing by a credit provider.

You can also request credit reporting bodies to not use or disclose credit reporting information about you if you believe you are a victim of fraud.

**Credit Bureau  
Details**

The credit reporting body we use is:

Illion Data Registries Pty Ltd (formerly Dun & Bradstreet)

Phone: 138 332

Website: <https://www.illion.com.au/>

To view Illion's privacy policy please visit

<https://www.illion.com.au/illion-credit-reporting-policy-australia/>

**Contact us and  
Complaints**

If you have any questions or complaints about our privacy practices, please contact us directly so we can respond to it in a timely manner.

Phone: 1300 882 888

Email: [legal@ucpath.com.au](mailto:legal@ucpath.com.au)

Post: Level 49, 8 Parramatta Square,  
10 Darcy St, Parramatta, NSW, 2150

If we do not resolve your enquiry within a reasonable timeframe, you may also be able to make a complaint to the Telecommunications Industry Ombudsman or the Australian Information Commissioner.