



PRIVACY POLICY

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FIBERPRO PTY LTD T/AS FIBER CORP
ACN: 624 074 406



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Introduction

This Privacy Policy governs how Fiber Corp collects, uses, maintains and discloses information collected from you by the Fiber Corp website ('Site'). This Privacy Policy applies to the Site and all products and services offered by Fiber Corp.

How does Fiber Corp collect personal identification information?

We may collect personal identification information from you in a variety of ways, including, but not limited to, when you visit our Site, register internet service, place an order, respond to a survey, fill out a hardcopy or online form, and in connection with other activities, services, features or resources we make available on our Site. You may be asked for, as appropriate, your name, email address, phone number and residential address. We won't collect any sensitive information from you (such as religious beliefs, sexual orientation or criminal records).

What if I don't want to give you my personal information?

You may visit our Site anonymously. We will collect personal identification information from you only if you voluntarily submit such information to us. You can always refuse to supply personal identification information, except that it may prevent you from engaging in certain Site-related activities.

How does Fiber Corp use my collected personal information?

Fiber Corp may collect and use your personal information for the following purposes:

To improve customer service

The information you provide helps us respond to your customer service requests and support needs more efficiently.

To personalise user experience

We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

To improve our Site

We may use the feedback you provide to improve our products and services.

To process payments

We may use the information you provide about yourself when paying for a service. We do not share this information with outside parties.



To contact you in relation to your order/service

We may use the contact number and email address that you provided to send you information and updates relating to your order. It may also be used to respond to your enquiries, questions, and/or other requests.

For legal reasons and fraud prevention

We may disclose data for legal reasons as required by law, for example, to comply to a valid subpoena or other legal processes; when we believe in good faith that disclosure is necessary to protect our rights, or to protect your safety (or the safety of others); to investigate fraud, or to respond to a government request.

How does Fiber Corp protect my information?

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and you occur over an SSL secured communication channel and is encrypted and protected with digital signatures.

Does Fiber Corp use or share my personal information for direct marketing?

We do not sell, trade, or rent your personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification with our business partners, trusted affiliates and advertisers for the purposes outlined above.

We may use your personal information to keep you informed about our products and services. You can opt-out of receiving direct marketing information from us at any time.

Is Fiber Corp likely to disclose personal information to overseas recipients?

We do not currently share information with entities located in other countries. If we did, we would require these external organisations to comply with the Australian Privacy Principles.

How can I update my personal information?

We realise that your personal information may change, such as when you move house. In most cases, you can change your details over the telephone or via the Fiber Corp website.



How can I find out about the personal information that Fiber Corp holds about me?

You have the right to access the personal information that we hold, with some exceptions.

Fiber Corp can refuse your request in certain circumstances, such as:

- giving access would have an unreasonable impact on the privacy of other individuals
- giving access is likely to interfere with law enforcement activities.

To make a request, you need to contact us directly.

About this policy

Changes to this Privacy Policy

Fiber Corp has the discretion to update this Privacy Policy at any time. When we do, we will revise the date at the bottom of this page. We encourage you to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect.

Your acceptance of these terms

By using this Site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed as your acceptance of those changes.

Contact Fiber Corp

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

P: 1300 342 372 (FIBREC)

W: www.fiber-corp.com

E: support@fiber-corp.com

A: PO Box 6058, Alexandria NSW 2015

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