

# Yomojo Privacy Policy

As at 1 July 2018

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# 1 INTRODUCTION

## 1.1 This Privacy Policy

1.1.1 This Privacy Policy forms Yomojo's Standard Form of Agreement ("Agreement") between Yomojo Pty Ltd (ACN 609 279 245) ("Yomojo", "us", "we") and you ("you", "your"). This document sets out our Privacy Policy and explains:

- (i) How we collect information about our customers,
- (ii) The information that we require,
- (iii) What your personal information may be used for,
- (iv) How you can access and update your information profile.

## 1.2 Principles

1.2.1 Yomojo is bound by the National Privacy Principles under the Privacy Act 1988 (Cth). As a supplier of telecommunications services, we have certain obligations under different laws, regulations and industry codes, including the Telecommunications Act 1997.

## 1.3 Why do we collect this information?

1.3.1 All phone networks require this information for many reasons, this may be due to a legal obligation or because we simply wish to have a good relationship between our staff and customers. Yomojo will collect and store this information electronically when you order your SIM card. It may be thought of as slightly intrusive, though it is all relevant information that we need in order to provide your service. This document will explain how all of your personal information will be kept safe and that you should have no concerns when supplying us with what we need.

## 1.4 Our obligation

1.4.1 It is our obligation to fulfil what is required by the law; this includes assisting with legal proceedings, crimes, fraud, protection, detection and prosecution.

## 1.5 Our customers

1.5.1 We want to get to know our customers, so having your contact details means you can give us your opinion any time and we are able to provide you with useful and helpful information. The main reason we collect this personal information is to provide you with our service, it means you can be identified as an individual and a valued Yomojo customer.

## 1.6 Examples of what your information may be used for

1.6.1 Having your information means we are able to provide you with relevant and timely information regarding your account and your service. The main reason we collect this personal information is to provide you with our service, it means you can be identified as an individual/valued Yomojo customer. We use your information for:

- business planning and development;

- billing you;
- informing you about any problems or issues with your service;
- letting you know about our services and how we can help you with your phone usage;
- providing you with the chance to share your opinions
- providing you with promotional messages/offers (which you can request to avoid);
- receiving advice (legal or financial);
- assisting fraud prevention agencies.

## **1.7 Notification**

- 1.7.1 In most cases, you will be notified before we collect any personal information, you will have access to any personal information we own and must let Yomojo know if any changes need to be made to our records. In some situations, we may be unable to advise you of any collected information, we promise to let you know as soon as possible after the collection.
- 1.7.2 Any sensitive information will not be collected without your consent.
- 1.7.3 Sensitive information will not be used for marketing purposes. This information will only be used in circumstances which may be a threat to someone's safety and if we are required to do so by a relevant authority.

## **2 COLLECTING INFORMATION**

### **2.1 How we collect information**

- 2.1.1 We will collect personal information in many different ways which are outlined below. Most information is collected through you, when you register with Yomojo.
- 2.1.2 Some specific circumstances where we may collect information are:
- when you purchase your SIM card you will be asked to fill out personal details;
  - when you register as a Yomojo customer;
  - when you use any of our products or services;
  - when you contact us with queries or comments;
  - when you enter in any competitions or promotions;
  - when you take part in market research;
  - if you cancel your SIM;
  - through business directories and other public sources.

### **2.2 The sort of information we collect**

2.2.1 We are required by law to collect some information and other information we use for the purpose of providing you with your Service. The sort of information we collect is:

- Name
- Address
- Date of Birth
- Email Address
- Credit/Debit Card details
- Other financial Details
- Government identification numbers (drivers licence or passport number)
- Details from other services (telephone calls made and received and other methods of communication which you may use)

2.2.2 We will treat all personal information with respect and we will carry out all legal obligations in this area. All information will be stored safely and can be accessed directly only by Yomojo staff.

### **2.3 How do we use the information?**

2.3.1 We specifically use your information to:

- provide you with access to different parts of our website;
- contact you;
- inform you of any service-related issues;
- reduce the risk of crime and fraud by checking identities;
- investigate complaints made by customers;
- personalise our SIM's to meet your needs and expectations;
- analyse the market and produce reports;
- market our services to you;
- provide you with information;
- carry out debt tracing, debt recovery, credit management and crime, fraud and money detection and prevention;
- to provide information for offers, promotions or commercial communications.

### **2.4 For what purposes might we disclose your information?**

2.4.1 We may use or disclose your information for purposes such as to:

- Provide you with access to different parts of our site.

## **2.5 Third-parties**

- 2.5.1 We will not give your information to third parties unless you agree for us to do so however there may be certain services which you will not receive if you do not to provide all of the information that we ask of you.

## **3 RETENTION OF INFORMATION**

### **3.1 Data retention**

- 3.1.1 We will keep your information for as long as we need it and to the extent by which we are required by law. We should have access to your information more than 6 months but less than 2 years, this is to ensure that the information is available for investigation and prosecution of serious crimes.

## **4 ACCESSING YOUR INFORMATION**

### **4.1 Registered Customers**

- 4.1.1 If you are a customer with Yomojo, you will have access to some of your information through your profile when you log in to your homepage. Yomojo will try to keep all personal information it collects uses and retains about you accurate and up-to-date.
- 4.1.2 If there are any errors with your information, for example a change of address, please let us know so that we can keep all information on our records up-to-date.

## **5 SECURITY AND PROTECTION**

### **5.1 Communication**

- 5.1.1 You should be aware that communications over the internet are not always secure unless they are encrypted. Yomojo cannot take responsibility for any unauthorised access or missing information as it is beyond our control.

### **5.2 Customers Under the age of 16**

- 5.2.1 A parent/guardian must give a child under the age of 16 permission to provide any personal information to Yomojo. No personal information should be disclosed without such consent. Yomojo accepts no responsibility for how parental/guardian consent is obtained.

### **5.3 Cookies**

- 5.3.1 Cookies are pieces of information created between websites which identifies your mobile phone or PC whenever you visit the website. Yomojo can create cookies when you visit our site, these can be used to:
- limit advertisements and announcements on the Yomojo site;

- identify defaults to customise your homepage;
- keep track of specific services you use;
- to track how you arrived at our website and to manage you web session;
- provide you with information to help you;
- make our email announcements more relevant to you by using your personal information.

## **6 AVOIDING SPAM**

### **6.1 Tips to avoid spam**

- 6.1.1 Watch who you give your email address to. Avoid giving your email address on websites, chat rooms or to other companies if you are unsure or unfamiliar with how your email address may be used.

## **7 CHANGES TO THIS PRIVACY POLICY**

This policy is kept under constant review and changes may occur at any time. We would advise that you please keep an eye out for any adjustments.

## **8 CONTACTING US**

### **8.1 Our contact details**

- 8.1.1 Yomojo Pty Ltd  
Phone: 1300 YOMOJO (1300 96 66 56)  
International: +61 02 8089 1602  
Email: [support@yomojo.com.au](mailto:support@yomojo.com.au)  
Website: [www.yomojo.com.au](http://www.yomojo.com.au)  
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