

## Our Commitment to You

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SuperNerd is committed to the protection of personal privacy. We have implemented a set of privacy principles based on the obligations under the Privacy Act 1988 (the 'Privacy Act'), including the sections of the Act introduced as of 21st December 2001.

## Collection of personal information

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- (1) Our privacy policy will cover all information that you as the customer may regard as private or sensitive.
- (2) Most of the personal information such as name, address, date of birth, telephone numbers, company details and credit card details are collected to establish the best service to our customers. Giving this information is fully optional. However without it we cannot provide you with our services and to;
  - a. Keep you informed of and improve our services.
  - b. Comply with any applicable laws.
  - c. Enable technical set up of your service (internet connection and web hosting services).
  - d. Fully understand your service requirements.
  - e. Market any other services we or anyone else may offer.
  - f. Respond to your questions.
  - g. Invoice and collect payments.
  - h. Identify you when you want to access or modify your service details.
  - i. Assess whether you meet our credit requirements.
- (3) We may collect caller line identification (CLI) information relating to any telephone calls that are made to our dial up service. This may be stored by us for reasons which include billing, call management and possible fraud prevention. This information can be collected even with a CLI blocking request.

## Sensitive Information

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- (1) We will not use or disclose sensitive information about you (such as racial or ethnic origin, political opinions, memberships, religious beliefs, sexual preference, health any possible criminal) unless you consent, where it is required/permitted by law or in circumstances where it is required in the course of providing our services to you.

## Disclosure of personal information

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- (1) We treat your personal information as strictly private and confidential. We will not disclose your personal information outside of SuperNerd unless:
  - a. You consent.
  - b. It is for external administrative purposes and on a strictly confidential basis (e.g. photocopying services).
  - c. We are required to do so by law.
  - d. It is for credit recording agencies.
  - e. It is for our service suppliers including support services.
  - f. It is for any party that we sell any part of our assets.

## Security of personal information collected

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- (1) We will work hard to protect the confidentiality of your personal information, account information and personal communications.
- (2) Internal processes and procedures have been implemented to protect customer information from misuse, loss and unauthorised access or modification.

(3) You must appreciate that the internet is not a secure environment. Hence any information you send via the internet (including any email addresses) is sent at your risk.

## **Your consent to this agreement**

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(1) By using our website, you consent to the collection and use of information by us on the basis specified above.

If we decide to change this customer privacy policy, we will amend it on our website so that you are aware of the way we are collecting, protecting and disclosing personal information at all.