

## Privacy Policy

### Introduction

The protection of your privacy is a responsibility we take seriously. In the normal operations of our business we need to collect specific information on our customers and users, and in some instances it may be necessary for us to disclose this information. This privacy policy describes the type of information we collect, the circumstances under which we may disclose it, and how we act to protect your privacy.

Every individual or business customer who transmits messages across the Newsnet system does so by first accepting our User Agreement. Access to this User Agreement is at <http://www.newsnet.com.au/downloads/newsnet-user-agreement.pdf> or by requesting a copy by calling us on (02) 9151 4598.

This privacy policy is part of the Newsnet User Agreement and by accepting this agreement you expressly commit to our collection and use of information about you or your company as a user of our system.

### 1. Information we collect

To use Newsnet's system and services you need a customer code and ID number. This is only granted once you have completed a New Service Agreement.

The information required on this form identifies you as a customer, your contact address and numbers and account payment details. This will include credit card numbers, bank account details, or direct debit account arrangements.

When you transmit material across our system we will retain transmission details and in some instances, copies of the material you are sending.

All that information remains confidential to Newsnet and as a condition of employment, all our employees accept to maintain all information as confidential.

### 2. Use of your information

During normal business operations, we may use information about you, or your company to create regular billing accounts, update our customer database or improve our marketing or service systems.

We will use that information to make changes that better meet our customer's use and needs.

We will use your email or postal address, phone or facsimile number to contact you on administrative matters, new services, upgrades or information relevant to your messaging requirements.

We use information about our customer to monitor electronic traffic flow and usage, resolve service or account disputes or to check that the terms of the user agreement are being observed.

### 3. Disclosure of your information

We will not sell, rent or otherwise disclose your identifiable information to any third party. However, there are some circumstances where Newsnet may be required to disclose information about you.

Law enforcement or other government agencies may from time to time intercept or have referred to them material which is offensive.

This can include sexually explicit material, racial or religious discrimination; false or misleading advertising or content found threatening to the community. In these circumstances, Newsnet may be asked to provide information on the sender and in those circumstances we will comply.

We may use third party suppliers or vendors in the delivery of our services. Depending on the nature of these services we restrict the transfer of any customer information to a minimum and we prohibit the sale of any such information.

#### **4. Your password**

You should not disclose your Newsnet password to other people because this could lead to loss of control over your personal information. If you have lost or want to change your password for any reason, please contact [customerassist@newsnet.com](mailto:customerassist@newsnet.com) or call (02) 9151 4598.

#### **5. Changing your information**

From the time you register to use the Newsnet messaging system you are allocated a user ID and password which enables access to information which can include your name, company, address, city, state, postcode, country and all contact details. You need to update this information should any change occur.

#### **6. Information Security**

Your customer account information is electronically retained on Newsnet's servers located in Australia. We use industry standard safeguards to protect the confidentiality of that information such as firewalls and secure socket layers, however, perfect security cannot exist on the Internet. If you become aware of any personal information being publicly available please contact Newsnet immediately.

#### **7. Removal from list distribution**

Users of Newsnet's system send to distribution lists they hold privately, in other situations, like Mediawire we offer list distribution that is regularly updated.

In some instances, users request Newsnet to acquire identified distribution lists from list broking or list supply companies. In each situation it is the responsibility of the transmitting sender to take care on the list content and its confidentiality. If your address is contained on a broadcast distribution list and you do not want to receive further information, you can have your name and address removed. Some email broadcasts have "opt in/opt out" mechanisms within the body of the message.

In other situations involving fax or SMS distribution you should contact the company sending you the message or contact [broadcast@newsnet.com](mailto:broadcast@newsnet.com) and we will advise the sender to remove your name from further distribution.