

Privacy Policy

This policy describes how WAN Solutions Pty Ltd ABN 29 150 294 143 trading as Beam Internet and Beam Barossa ("Beam") manages your personal information.

Important information

Beam complies with the:

- National Privacy Principles contained in the Privacy Act 1988 (Cwlth) in relation to its commercial activities;
- the Spam Act 2003 (Cwlth) in relation to electronic marketing.

How to contact us

- Beam is committed to working with its customers to obtain a fair resolution of any complaint or concern about privacy.
- To contact us with a compliment or complaint or a privacy question, you can:
 - Write to us at:
Beam Internet
Privacy Contact Officer
PO Box 1064
 - Nuriootpa, SA, 5355

Your acknowledgement of our Privacy Policy

This Privacy Policy is published on our website in order to meet our obligation under National Privacy Principle 5.1 which requires us to set out our policies on the management of personal information in a clearly expressed document which is available to anyone who asks for it.

Without limiting the generality of the above statement, your use of this website constitutes an acknowledgement that you have been made aware of our privacy policies.

This policy does not create or confer upon any individual any rights, or impose upon Beam any rights or obligations outside of, or in addition to, those rights or obligations imposed by the Privacy Act 1988 (Cwlth), the Spam Act 2003 (Cwlth), or related legislation (**'the legislation'**). Should there be, in a specific case, any inconsistency between this statement and the Act, this statement shall be interpreted, in respect of that case, to give effect to, and comply with the legislation.

This policy includes examples but is not intended to be restricted in its application to such examples, therefore where the word 'including' is used, it shall mean 'including without limitation'.

Personal information

Personal information means information we hold about you from which your identity is either apparent or can be reasonably determined.

Uses and sharing

We use personal information you provide only for purposes consistent with the reason you provided it, or for a directly related purpose.

Generally, we will not use your personal information to market to you unless we have either your implied or express consent but in situations where it is impractical to obtain your prior consent, we will ensure you have an ability to opt out of future such communications.

We do not share your personal information with other organizations unless you give us your express consent, or where sharing is otherwise required or permitted by law, or where this is necessary on a temporary basis to enable our contractors to perform specific functions.

When we temporarily provide personal information to companies who perform services for us, such as specialist information technology companies, mail houses or other contractors to Beam we require those companies to protect your personal information as diligently as we do.

Your rights and choices

You may interact with us anonymously where this is lawful and practicable.

You have the right to request access to the personal information you provide, and to correct or update your personal information. This right is subject to certain exceptions allowed by law.

You may instruct us to remove any previous consent you provided to receive marketing communications from us.

About this Privacy Policy

We respect your personal information and your right to privacy.

At Beam, protecting your privacy when handling your personal information is very important to us and is fundamental to the way we serve you.

At Beam, we know that when you give us your personal information, it imposes a serious responsibility upon us. We are committed to protecting your personal information and maintaining your trust.

This Privacy Policy describes the information that may be collected by Beam, the choices you can make about your personal information and how we protect your personal information.

Collection covered by this Policy

This Privacy Policy applies to situations in which Beam collects your personal information, including but not limited to collection via websites operated by or on behalf of Beam.

Websites may contain links to non-Beam websites. Beam is not responsible for the privacy policies of those other websites.

We recommend you review the privacy policies of each site you visit.

Why we collect personal information and how we may use it

Generally, Beam will collect personal information directly from you, and only to the extent necessary to provide a Beam product or service, including our agency functions, or to carry out our internal administrative operations. An agency function means a service that we provide to you on behalf of another organisation, such as a caravan or appliance manufacturer in the case of warranty repairs, for example.

We may collect personal information from you when:

- you fill in an application form;
- deal with us over the telephone;
- e-mail us;
- ask us to contact you after visiting our web site; or
- have contact with us in person.

You may also be able to transact with us anonymously where this is lawful and practicable.

We will collect personal information from you by lawful and fair means and not in an unreasonably intrusive way.

We will use your personal information only for the particular purpose that you provided it, or for a directly related purpose. We may otherwise use your personal information where that other use is:

- required or permitted by law; or
- with your express or implied consent.

Direct marketing and your privacy

From time to time we may use the personal information we collect from you to identify particular Beam products and services which we believe may be of interest to you. We may then contact you to let you know about these products and

services and how they may benefit you. We will generally only do this with your consent and we will always give you a choice to opt out of receiving such information in future.

Direct mail

Where we use your personal information to send you marketing information via the post we may do so with your implied consent or, if this is impracticable, we will ensure that you are provided with an opportunity to tick an "opt out" box to ensure you do not receive future such communications. By not ticking a clearly displayed "opt out" box, we will assume we have your implied consent to receive similar marketing communications in the future. We will always ensure that our opt out notices are clear, conspicuous and easy to take up.

Electronic marketing

Where we use your personal information to send you marketing information by e-mail, SMS, MMS or other electronic means we may do so with your express or implied consent. You may give us your express consent by, for example, ticking a box on an electronic or paper form where we seek your permission to send you electronic or other marketing information. Consent may be implied from our existing business relationship or where you have directly or indirectly provided us with your electronic address.

All of our electronic marketing activities will comply with the requirements of the Spam Act 2003 (Cwlth).

Telemarketing

Beam does not engage in telemarketing activities to our customers.

Your privacy preferences and choices

Every personalised marketing contact sent or made by Beam will include a means by which customers may opt out of receiving further marketing information.

You may instruct us at any time to remove any previous consent you provided to receive marketing communications from us.

Information sharing

We have a strict duty to maintain the privacy of all personal information we hold about you. However, certain exceptions do apply. For example, where disclosure of your personal information is:

- **authorised or required by law**
e.g. disclosure to various government departments and agencies such as the Australian Taxation Office, CentreLink, Child Support Agency, or disclosure to courts under subpoena.
- **in the public interest**
e.g. where a crime, fraud or misdemeanor is committed or suspected, and disclosure against the customer's rights to confidentiality is justified.
- **with your consent**
Your consent may be implied or express and it may also be verbal or written.

Updating your information

It is inevitable that some personal information which we hold will become out of date. We will take reasonable steps to ensure that the personal information which we hold remains accurate and, if you advise us of a change of details, we will amend our records accordingly.

Access to your personal information

Beam will, upon your request, and subject to applicable privacy laws, provide you with access to your personal information that is held by us. However, we ask that you identify, as clearly as possible, the type/s of information requested.

Beam will deal with your request to provide access to your personal information in a reasonable time - usually within 30 days of receipt of your request.

Beam will not charge you for lodging such a request but we may recover from you our reasonable costs incurred in supplying you with access to this information.

Exceptions

Your right to access your personal information is not absolute. In certain circumstances, the law permits us to refuse your request to provide you with access to your personal information, such as circumstances where:

- access would pose a serious threat to the life or health of any individual;
- access would have an unreasonable impact on the privacy of others;
- the request is frivolous or vexatious;
- the information relates to a commercially sensitive decision making process;
- access would be unlawful; or
- access may prejudice enforcement activities, a security function or commercial negotiations.

Freedom of Information laws

In addition to privacy laws, you may have rights to access your personal information contained in certain Beam documents. Details on how to apply for access to these documents are contained in the Freedom of Information Act 1982 (FOI Act).

Information security

Beam is committed to keeping your trust by protecting and securing your personal information.

We employ appropriate technical, administrative and physical procedures to protect personal information from unauthorised disclosure, loss, misuse or alteration.

We limit access to personal information to individuals with a business need consistent with the reason the information was provided.

Information collected on this website

We may collect non-personal information from you such as browser type, operating system, and web pages visited to help us manage our web site.

We use cookies and other internet technologies to manage our website and certain online products and services. We do not use these technologies to collect or store personal information unless you have opted in to such a feature.

Our website hosting organisation's internet server logs the following information which is provided by your browser for statistical purposes only:

- the type of browser and operating system you are using
- your Internet Service Provider and top level domain name (for example - .com, .gov, .au, .uk etc)
- the address of any referring web site (for example - the previous web site you visited), and
- your computer's IP (Internet Protocol) address (a number which is unique to the machine through which you are connected to the internet).

All of this information may be used by Beam for aggregated statistical analyses or systems administration purposes only. No attempt will be made to identify users or their browsing activities, except where required by or under law.

Cookies

A "cookie" is a packet of information that allows the Beam website hosting organisation's server (the computer that houses our web site) to identify and interact more effectively with your computer.

When you access our web site, we send you a temporary or "**session cookie**" that gives you a unique identification number. A different identification number is sent each time you use our website. Cookies do not identify individual users, although they do identify a user's internet browser type and your Internet Service Provider. Shortly after you end your

interaction with our web site, the cookie expires or "crumbles". This means it no longer exists on your computer and therefore cannot be used for further identification or access to your computer.

Without cookies certain personalised services cannot be provided to users of our website, accordingly you may not be able to take full advantage of all of the Beam website features if cookies have been disabled.

Links to other sites

The Beam site contains links to other sites. We are ultimately not responsible for the privacy practices or the content of such web sites. We encourage you to read and understand the privacy policies on those websites prior to providing any information to them.

Information transfer

Beam will not transfer personal information to countries outside Australia.