



Privacy Notice

Last Updated: 15 June 2021

1. KISA Pty Ltd (ACN: 166 098 264) is the operator of the website www.kisa.com.au and provides mobile telecommunications products and services. This policy sets out the details of how KISA collects, stores, uses and discloses your personal information.
2. KISA is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) (“APPs”) and is committed to protecting the privacy and security of your personal information. This includes suitable measures to protect electronic information and materials stored and generated in hard copy. KISA is also subject to privacy and confidentiality obligations under other laws that govern our activities.
3. We only collect personal information from you that is necessary to perform our functions, to comply with our legal obligations and to provide personalised customer service that you have requested. The personal information we collect from you will include information you give us when you register or subscribe to our Website, complete a transaction with us and contact us.
4. We may collect the following information:
 - your name, address and date of birth;
 - your email address;
 - telephone numbers and corresponding names;
 - financial information such as credit card/bank account name and number for processing payments for services provided by KISA;
 - driver’s licence details;
 - information obtained as a result of credit checks which you authorise us to carryout;
 - records of communications between you and KISA relating to services provided by KISA to you;
 - billing statements and records of destination, duration and number of your calls;
 - other information you ask us to include on products we supply to you.

You do not have to give us your personal information but if you choose not to, we will be unable to provide you with our services.
5. When you visit our web pages, for the purpose of managing the Website and improving our business, we may also temporarily collect the following information:
 - your computer’s operating system;
 - your computer’s browser type and capabilities;
 - your computer’s Internet Protocol (IP) address;
 - usage statistics including: the date and duration of your visit to our website, a list of the web pages that you visit within our site, the time spent on each web page as well as the website through which you linked to our site.
6. KISA uses your personal information for the following purposes
 - to provide our products and services to you;
 - to inform you about the products and services we provide; and
 - to comply with the law.
7. KISA may need to disclose your personal information to certain third parties who provide services to us, including to telecommunications, billing and payment service providers. KISA ensures that these parties are obliged to protect your personal information from unauthorised access and to only use such information in providing services to us. KISA does not send your personal information outside Australia and neither do our current service providers.

Personal information may also be disclosed in accordance with requirements of the Telecommunications Act 1997 (Cth) including:

- to Telecommunication Ombudsman for the purpose of complaint management.
- to the operator of Integrated Public Number Database (IPND) for inclusion in the IPND; and
- to law enforcement agencies for security, law enforcement and crime prevention purposes

We also may disclose personal information to your properly authorised representative. KISA reserves the right to amend our Privacy Policy at any time and to notify you by posting an updated version on the KISA website www.kisa.com.au.

While your number will always be included in the IPND, the entry will be unlisted by default – this means that your information will not be included in public number directories. If you wish to change this, please contact us.

8. You can request to access the personal information we collect and hold about you. When requesting such access please identify the precise type of information requested. If you believe there are errors in the personal information we hold about you, you have a right to ask us to correct it.
9. We use “cookies” on our site. A cookie is a small data file that is sent from a web server to your browser and stored on your computer. We use cookies to personalise your experience of our website. We do not use cookies to access your computer or to store any personal information. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website

You may make a request by sending us an email to privacy@kisa.com.au or by writing to us at: PO Box 331, Moorabbin, VIC, 3189

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