



# Privacy Policy

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## 1. About this policy

OM TELECOM ("OM TELECOM", "we", "us") is committed to protecting your privacy in line with the *Privacy Act 1988* (Cth), including the 13 Australian Privacy Principles (APPs), as amended by the *Privacy and Other Legislation Amendment Act 2024*. This policy explains what personal information we collect, why, how we use and protect it, and your rights.

## 2. What we collect

Depending on your dealings with us, we may collect: your name, contact and billing address, date of birth, email and phone number; identity-verification details (e.g. driver licence or passport number) where required to activate a service; payment and billing details; service usage data (e.g. call records, data usage) needed to provide and bill for your service; records of your contact with us (calls, emails, chat); and, where relevant, credit-related information (see our Credit Reporting Policy).

We only collect sensitive information (such as health information, for example if you request Priority Assistance) with your consent or where the law allows.

## 3. How we collect it

Usually directly from you — when you check address availability, place an order, contact support, or use our website. We may also collect information from our wholesale carriage suppliers (Vocus Group for nbn®/fibre, MondoTalk for VoIP), identity-verification services, credit reporting bodies, and publicly available sources.

## 4. Why we collect, use and disclose it

We collect, hold, use and disclose personal information to: assess and process your order; provide, bill for, and support your nbn® Fast Fibre or VoIP service; verify your identity and manage credit risk; respond to enquiries and complaints; meet our legal and regulatory obligations (including to the ACMA, TIO and law enforcement where required); and, with your consent, to tell you about other OM TELECOM products you might be interested in.

You can opt out of marketing communications at any time using the unsubscribe link provided, or by contacting us.

## 5. Who we disclose it to

We may disclose your personal information to: our wholesale network suppliers (Vocus Group, MondoTalk) to provision and maintain your service; our order-management, billing and IT service providers, who only use it to provide services to us; credit reporting bodies (see our Credit Reporting Policy); the ACMA, the TIO, law enforcement or other government bodies where required or authorised by law; and a debt collector, only in relation to overdue amounts not covered by an agreed hardship arrangement.

We don't sell your personal information, and we don't disclose it to third parties for their own marketing purposes without your consent.

## 6. Overseas disclosure

We don't currently disclose personal information to recipients located outside Australia. If this changes, we'll update this policy and take reasonable steps to ensure any overseas recipient handles your information consistently with the Australian Privacy Principles, including relying only on countries assessed as having substantially similar privacy protections where relevant.

## 7. Data security

We take reasonable technical and organisational steps to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure — including access controls, encryption of data in transit, and staff training. When information is no longer needed for any purpose for which it may be used or disclosed, we take reasonable steps to destroy or de-identify it, unless we're required to keep it (e.g. for billing or regulatory record-keeping).

## 8. Data breach notification

If a data breach involving your personal information is likely to result in serious harm, we'll notify you and the Office of the Australian Information Commissioner (OAIC) in line with the Notifiable Data Breaches scheme.

## 9. Automated decisions

We don't currently make decisions that significantly affect you using solely automated processes without human review. If this changes, we'll update this policy to explain what automated processes are used and how they affect you, consistent with upcoming transparency requirements under the Privacy Act.

## 10. Access and correction

You can ask us for access to the personal information we hold about you, or ask us to correct it if it's inaccurate, out of date, incomplete or misleading. Contact us using the details below; we'll respond within a reasonable timeframe and won't charge you for making a request.

## 11. Children's privacy

Our services are intended for adults entering into a telecommunications contract. We don't knowingly collect personal information from children without appropriate parental or guardian involvement.

## 12. Complaints

If you believe we've mishandled your personal information, contact us first using the details below — we aim to resolve privacy complaints within 30 days. If you're not satisfied with our response, you can complain to the OAIC ([oaic.gov.au](http://oaic.gov.au), 1300 363 992) or, for telecommunications-specific matters, the Telecommunications Industry Ombudsman (1800 062 058, [tio.com.au](http://tio.com.au)).

### 13. Contact us

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Privacy Officer · OM TELECOM · 12/9 Salisbury Rd, Castle Hill NSW 2154 · 1300 258 400 · [privacy@omtelecom.com.au](mailto:privacy@omtelecom.com.au)

### 14. Changes to this policy

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We may update this policy to reflect changes to our practices or the law. The current version is always available at [omtelecom.com.au/policies](http://omtelecom.com.au/policies).