



Network Company Pty Ltd Privacy Policy

Effective Date: 12 September 2024

Our Privacy Statement

This Privacy Policy applies to Network Company Pty Ltd (NetCo) ABN 21 672 965 256, registered at 56 Bridge Street, Muswellbrook, NSW 2333, Australia. In this Privacy Policy, any references to "we," "us," and "our" mean NetCo. It outlines how we collect, use, store, and disclose your personal information.

NetCo is committed to protecting your privacy in compliance with the Australian Privacy Principles (APPs), the New Zealand Privacy Act 2020, and the General Data Protection Regulation (GDPR) for our international users.

If you have any questions regarding this policy, you can contact us via email at: info@networkco.net.au.

1. What Personal Information Do We Collect?

The types of personal information we may collect depend on your relationship with us. This can include:

- **Customers and their Representatives:** Names, contact details (e.g., phone number, email address), and any other information needed to provide and communicate about our services.
- **Website and App Users:** Data regarding your use of our website (including via cookies), IP addresses, customer portals, and other information collected through analytics tools.
- **Information we need to verify your identity,** for risk and safety purposes, for authorisations, and to communicate to you about these requirements such as your name, contact details, occupation, accreditation/certification information, and proof of identity.
- **Payment Information:** Bank details or payment information for transaction purposes.



We do not collect any sensitive information unless it is necessary for the services we provide, and only with your consent or as otherwise required by law.

2. How Do We Collect Personal Information?

We collect your personal information in several ways:

- **Directly:** When you provide it to us (e.g., signing up for services or filling out a form).
- **Indirectly:** Through your use of our website, systems, or services.
- **Third Parties:** From third-party service providers, such as payment processors, or public sources.

3. Why Do We Collect Your Personal Information?

We collect your information to:

- Provide services to you.
- Communicate with you regarding services or changes to our offerings.
- Improve and develop our services, systems, and website.
- Administer billing, payments, and any required notifications.
- Comply with legal obligations.

4. Sharing Your Personal Information

We may share your personal information with:

- Service providers who assist us in delivering services (e.g., IT services, payment processors).
- Government authorities or law enforcement agencies if required by law.
- Other third parties, with your consent or as necessary to provide our services.

For international data transfers, particularly when your data is shared with third parties outside Australia or New Zealand, we ensure appropriate safeguards are in place, as required by GDPR.



5. How Do We Protect Your Information?

We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure. We use both physical and digital security measures, including:

- Encryption.
- Secure access protocols.
- Regular security reviews.

We request any third-party service providers we engage follow similar levels of data protection.

6. Your Rights

You have the following rights regarding your personal information:

- **Access:** You can request a copy of the personal information we hold about you.
- **Correction:** You can ask us to correct any information that is inaccurate.
- **Erasure:** You can request the deletion of your personal data under certain circumstances.
- **Object to Processing:** You can object to certain types of data processing, such as direct marketing.
- **Data Portability:** You can request a copy of your personal data in a structured, machine-readable format.

To exercise these rights, contact us at info@networkco.net.au.

7. Cookies and Analytics

Our website uses cookies and similar tracking technologies to collect information about how you use the website. This helps us to improve your experience and analyse website traffic. You can adjust your browser settings to reject cookies, but this may limit your use of some website features.



8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in law or our business practices. The latest version will be available on our [website](https://www.networkco.net.au) at <https://www.networkco.net.au>.

9. How to Contact Us

For any questions or complaints regarding this Privacy Policy or our data handling practices, please contact us at:

- **Email:** info@networkco.net.au
- **Website Contact Us Form:** www.networkco.net.au/contact
- **Mail:** Network Company Pty Ltd, 56 Bridge Street, Muswellbrook, NSW 2333, Australia (Attn Privacy Officer)

If you believe that we have not adequately addressed your privacy concerns, you may also contact:

- **Office of the Australian Information Commissioner (OAIC)** in Australia: www.oaic.gov.au
- **Privacy Commissioner** in New Zealand: www.privacy.org.nz