



Privacy Policy

Your privacy is important to OVO

OVO recognises the trust you are placing in us through your dealings with us. We are committed to the protection of your personal information. Our policies comply with our obligations under the Australian Privacy Principles that form part of the *Privacy Act 1988* and are intended to protect your privacy in respect of any personal information that you may provide to us.

In this policy, “OVO”, “we” and “us” means My Mobile Data Pty Ltd (ABN 84 168 943 986).

What personal information OVO generally collects and why

OVO collects personal information from people in a number of different ways. These include:

Competition participation and signing up to email or mobile communications using personal contract details;

Participation in digital, social and other community initiatives that OVO supports, where people are invited to sign in with their social media accounts or personal contact details;

OVO collects these details to contact competition winners, and to inform customers and registered users about OVO events, activities, content releases, products and services and promotions. Customers and registered users have the option to opt out from receiving this information.

When you become a registered user of the OVO website (Site), including when you use services offered by the Site, complete online surveys on the Site, subscribe to OVO’s email communications or register for our services, we ask for:

- your name;
- your email address; and
- in certain circumstances, your telephone number, address, credit card details or demographic information.

On the Site we invite you to:

- set up a membership of the Site; and
- subscribe to OVO’s email communications.

We collect this information in order to facilitate your access to the Site and the functionality provided by the Site and to help us improve our services. If you do not provide us with this information, we may not be able to provide you with access to all or part of the Site or functionality offered through the Site.

My Mobile Data Pty Ltd trading as OVO
Suite 204, Level 2, 90 Mount St
Nth Sydney NSW 2060
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In addition to the purposes set out above this information may be used by OVO in connection with the management and security of the OVO business, and may be provided to law enforcement and government bodies, insurers, OVO staff and subcontractors, third parties who provide OVO with services from time to time and retailers for these purposes.

The customer service surveys that you complete will be used to help us improve our services at OVO, or to improve our Site.

We update the information we hold about you when you provide or we receive new information about you.

Other information we collect

We may also collect the following information from you:

- the fully qualified domain name from which you accessed our Site, or alternatively, your IP address;
- the date and time you accessed each page on our Site;
- the URL of any webpage from which you accessed our Site (the referrer);
- cookies which track your visits to the Site; and
- the web browser that you are using and the pages you accessed.

We use this information so that we can tell which pages are the most popular and where customers spend most of their time. We use this information to improve our Site.

Who collects the information

Personal information collected about individuals (as described above) may be collected by or on behalf of OVO.

Information may also be collected by OVO on behalf of other people as set out in notices given to customers, or consents given by customers, at or prior to the time the personal information is collected.

If we receive personal information about you that we did not ask for either directly or through someone on our behalf, from someone other than you, and we determine that we could have collected this information from you had we asked for it, we will notify you, as soon as practicable, that we have collected your personal information. If we could not have collected this personal information, we will lawfully de identify or destroy that personal information.

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How your personal information is stored

All personal information collected by OVO is held securely, whether on OVO's physical files, in OVO's computer systems or in a database. This information is only made available to OVO staff on a 'need to know' basis or to other people as outlined in this policy, who have agreed to treat that information confidentially. The database is protected by a firewall as well as host-based security. Your personal information may be transmitted over the Internet once it has been stored in the database and may also be transferred across borders to foreign countries, where doing so is part of OVO's business practices relating to the storage of data and where permitted by law. If OVO ever has a requirement to transmit such data over the Internet (for example, to make an off-site back up) it will be in encrypted form.

We will use all reasonable endeavours to keep your personal information in a secure environment, however, this security cannot be guaranteed due to the nature of the internet. These measures are designed to assist in your personal information not being accessed by unauthorised personnel, lost or misused. If you reasonably believe that there has been unauthorised use or disclosure of your personal information please contact us (see below).

All reasonable steps are taken by us to ensure that your personal information held by us is accurate, complete and up to date. If you believe that any of your personal information is inaccurate, please contact us (see below) and we will take all reasonable steps to correct it within 14 days.

How you can unsubscribe from our email communications

You can choose to unsubscribe from our email communications by logging into the system and deselecting your initial choices from the email communications section. There is no fee for this access.

Disclosing your personal information

We understand how important it is to keep your personal information private, so we will disclose personal information we have about you only in certain specific circumstances, when:

- you agree to the disclosure;
- we use it for the purposes we collected it; or
- disclosure is required or authorised by law.

To the extent permitted by law, we may also disclose information about you to:

- related companies for marketing purposes;
- third parties who provide services to OVO from time to time;
- government agencies as part of our statutory obligations,

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or as otherwise permitted by law.

Right of access to your information

You have the right to access, update and correct your personal information held by us. We will take reasonable steps to ensure that personal information is up-to-date, accurate and complete.

If you wish to access, update or correct your personal information held by us, please contact our Privacy Officer, whose details appear below.

Changes to our privacy policy

This privacy policy relates to our current privacy standards. We may vary our privacy policy from time to time. We will notify you of any changes by publishing the latest policy from time to time at

Further information regarding Australian privacy laws

If you would like further information relating to the *Privacy Act 1988* and the Australian Privacy Principles, please visit www.oaic.gov.au.

OVO Contact

Please contact OVO's Privacy Officer if you believe:

- someone has gained access to your personal information by mistake;
- we have breached our privacy obligations or your privacy rights in any way; or
- you would like to discuss any issues about our privacy policy.

You can contact OVO's Privacy Officer on (ph) (02) 8025 0999, via email at Melissa.jones@ovo.com.au, or in writing to: Privacy Officer, PO Box R1960 Royal Exchange NSW 1225, Australia.

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