

Our Privacy Policy forms part of our Standard Form of Agreement, Master Services Agreement and other agreements that state the Privacy Policy applies. Definitions for the terms used in this Privacy Policy are contained in the Standard Form of Agreement, Master Service Agreement, and other agreements as applicable.

We only collect Personal Information where it is necessary to perform our functions and activities and provide the Services to you. We will only disclose your personal information as set out in this policy.

Privacy

1. We may, in our discretion, retain and access any data or information concerning your use of the Services.
2. Where we hold information that you lodge with us (for transmission or hosting) we will make back-up copies of your information. However, we do not guarantee successful restoration of your information lodged on our servers in the event of loss of that information (e.g., due to a catastrophic hardware failure). It is your responsibility to ensure that you keep back-up copies of all information that you lodge with us.
3. We will not disclose personal information or any other information or data held by us about you to a third party unless:
 - 3.1. we have reason to suspect that unlawful activity has been, is being or may be engaged in, and we disclose this information as a necessary part of our investigation of the matter or in reporting our concerns to relevant persons or authorities;
 - 3.2. we are required or specifically permitted by or under law to provide this information to an authority or person that is duly authorised to request it;
 - 3.3. a court order compels us to disclose this information to a specified recipient; or
 - 3.4. we are otherwise required or specifically permitted by law to disclose this information (including disclosure permitted under the Privacy Act 1988). Such disclosure includes any disclosure necessary to provide the Services to you (e.g., disclosure to our suppliers).
4. You expressly consent to us:
 - 4.1. using any data or information that you provide to us in connection with provision of the Services:
 - i. to provide you with information about other goods and services offered by us or our related companies, about us and/or about any other topic that we consider would be of interest to you based on the Services we currently provide to you, unless you let us know in writing that you do not wish to receive such information;
 - ii. to contact you about any matter in connection with the Services or the provision of the Services; and
 - iii. for any other purpose related to the provision of the Services (e.g., billing and account management; business planning and product development; to verify your identity); and

- 4.2. disclosing any data or information that you provide to us in connection with provision of the Services to:
 - i. our suppliers;
 - ii. other service providers, or specialist advisers who provide us with administrative, financial, research or other services; and
 - iii. insurers, credit providers, credit reporting or references agencies or insurance investigators, to the extent it is necessary to enable the Services to be provisioned to you.
5. We will not use or disclose your credit report or any personal information derived from that report unless we are required or specifically permitted to do so under the Privacy Act 1988, Privacy Regulation 2013 and the Privacy (Credit Reporting) Code 2014.
6. You acknowledge that we must cooperate with the lawful requests of members of the police force or any other person duly authorised to investigate breaches of the law, and that we may disclose any information held by us in relation to your Services to such authorities if required to do so.
7. You may by written request to us access to the personal information we hold about you, and we will grant you access unless we are required or permitted to refuse such a request. We may charge a reasonable fee for such access in accordance with the Privacy Act 1988. You may request ask that personal information we hold about you be corrected if you consider it is not accurate.
8. We draw your attention to the ACIF Calling Number Display Code of Practice. In particular:
 - 8.1. this code requires carriage service providers to inform their customers on an ongoing basis about Caller Line Identification, Calling Number Display and Calling Name Display (both **CND**) and how customers can utilise CND Blocking features of their standard telephone service; and
 - 8.2. we receive CLI information in most cases, which means we know the phone number you call us from when you make a modem or ISDN call to connect to the Internet even if you have a silent number or use 'per call blocking'.

Cookies

9. Like most websites, our website uses cookies.
10. Cookies are small files of letters and numbers which are saved onto your computer, tablet, smartphone, or other device by your web browser when you visit our website.
11. They distinguish you from other people using our web site and they do this by saving information about your session and attaching it to your web browser with an identity unique to you. A session is just the time you spend on a website.
12. A banner will appear on your screen when you access our site asking for your consent to our use of cookies.

PRIVACY & COOKIE POLICY



13. Cookies are used for things like remembering whether you have visited a site before, so that you remain logged in. They can also remember certain information, so you do not have to re-enter it on subsequent visits. They help you to navigate websites. For example, the only reason that the “back” button takes you to the previous page you were looking at (and not nowhere, or somewhere else) is because a cookie tells your browser where to “look” when you click that button.
14. They also help us work out how many new website visitors we get each month. They contain information about the use of your computer, although they do not include personal information about you (they do not store your name, for instance).
15. We use two types of cookies:
 - 15.1. The first type are persistent cookies, which stay on your computer or other device until they expire.
 - 15.2. The second are session cookies, which only stay on your computer or device until you close your browser (they are then deleted).
16. This policy explains how cookies are used on Power Networkx’s website in general. It also sets out below how you can control the cookies that may be used on this site.
17. Some of the cookies used by Power Networkx’s website are set by us, and some are set by third parties who are delivering services on our behalf. Most web browsers automatically accept cookies but, if you prefer, you can change your browser to prevent that or to notify you each time a cookie is set. You can also learn more about cookies by visiting www.allaboutcookies.org which includes additional useful information on cookies and how to block cookies using different types of browser.
18. Please note however, that by blocking or deleting cookies used on Power Networkx’s website, you may find its functionality reduced, preventing you from taking full advantage of what it offers.
19. Going back to the use of the “back button”, if you block all cookies, there’s no functioning “back” button any more during that session because your browser does not know where to go “back” to.
20. The main cookies we use, and what they are used for, are set out below.
21. **Strictly Necessary Cookies**

These cookies are essential for the basic operation of our site. For example, they will remember which page you were on if your browser crashes and you wish to restore tabs and will make sure the “back” button and the “forward” button work.
22. **Functional cookies**

These are used to recognize you when you return to our website. This enables us to personalise our content for you and remember your preferences (for example, not asking you to sign up for a newsletter because you have already elected not to sign up to it once).

23. Analytical & experience testing cookies

These allow us to recognize and count the number of visitors and to see how visitors move around our website when they are using it. They also allow us to test changes to our user experience on some users. The idea behind this is to update the website while only affecting certain people as a way of improving it incrementally rather than making wholesale changes which might not work.

24. Targeting/advertising cookies.

These cookies record your visit to our website, the pages you have visited and the links you have followed.

We will use this information to make our website and any external marketing we perform more relevant to your interests.

25. Please note that the list above is not necessarily exhaustive and it may also change over time so if you have any concerns about cookies, you can return to this page from time to time and check for those changes.

How To Manage Cookies

26. You have several options to allow you to block or delete cookies that are created by this and other websites, but those options depend on which web browser you use to view websites. Some browsers may have different functionality than others.

Browser Settings

27. All major browsers allow you to manage the cookies that they accept and store.

28. Browsers are constantly being updated and redesigned and those updates and design changes can affect how that individual browser manages cookies.

29. It is best to search the web to find instructions on how to manage the cookies for your browser and browser version.