SKY5G AUSTRALIA

Privacy Policy

ISSUED BY	Wi-Sky Queensland Pty Ltd · ABN 91 613 554 546
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About this policy

Wi-Sky Queensland Pty Ltd (ABN 91 613 554 546) supplies the Sky5G and Sky5G Rural products. This policy explains how we collect, hold, use, disclose and protect personal information, and how you can request access, seek a correction or make a privacy complaint.

Personal information is information or an opinion about an identified or reasonably identifiable individual. We handle it in accordance with applicable Australian privacy law, including the Privacy Act 1988 and the Australian Privacy Principles, and telecommunications confidentiality requirements that apply to us.

We store customer data only in Australia, on our own servers. Some third parties we deal with, such as payment and messaging providers and shared group platforms, may use overseas providers. See "Storage and overseas providers" below.

Contact us about privacy

Privacy Officer: Wi-Sky Queensland Pty Ltd
Email: privacy@sky5g.com.au
Phone: 1300 413 798
Post: Privacy Officer, Wi-Sky Queensland Pty Ltd, PO Box 21, Richmond QLD 4822
Office: 632 Olga Downs Road, Richmond QLD 4822
Website: https://www.sky5g.com.au/

Telephone hours: Monday to Friday, 9 am to 5 pm Australian Eastern Standard Time (AEST, UTC+10), closed on public holidays. State that your enquiry concerns privacy so it can be directed to the appropriate person. You can email at any time. Tell us your preferred and safe contact method.

Information we collect and hold

The information needed depends on your relationship with us and the service involved. It may include:

- Identity and contact details, including your name, contact information, service address and identity verification information where required.
- Account, order, billing and payment information; service requests; authorised representative details; and business customer contact details.
- Service and technical records, such as assigned IP addresses, device or connection identifiers, usage and network performance information relevant to operating and supporting your service.

- Enquiries, complaints, support communications, feedback and information you provide when requesting payment assistance or other support.

How we collect information

We generally collect personal information directly from you when you apply for a service, use our website or account systems, contact us, make a payment, request assistance or provide feedback. We may also receive information from an authorised representative, a person you have authorised, or a service provider involved in supplying or supporting your service, where lawful and appropriate.

We collect personal information by lawful and fair means and limit collection to information reasonably necessary for our functions and activities. Where required, we explain the purpose of collection, usual disclosures and the consequences of not providing information. If you give us information about another person, please ensure you are authorised to do so and make this policy available to them.

Anonymous enquiries and choice

You can generally make a general enquiry without identifying yourself, or use a pseudonym where practical and lawful. We may need to identify you to establish an account, verify authority, supply a service, process a payment or respond to a request about personal account information. If necessary information is not provided, we may be unable to provide the requested service or assistance; we will explain this where relevant.

Sensitive information and support needs

We only seek sensitive information where reasonably necessary and with your consent, unless the law permits or requires otherwise. Information about health, hardship or domestic or family violence may be relevant to an assistance request. We limit requests to what is needed and handle the information carefully. You do not need to give us unrelated sensitive information.

Tell us if a shared account, contact method or disclosure could put you or someone else at risk. We will work with you on a suitable way to communicate. Any specific evidence restrictions under our payment assistance policy continue to apply.

Website and technical information

Our website and customer systems may generate technical records such as IP addresses, browser information, access times and activity needed to operate, support and secure those systems. Information about your service and network use may also be collected to diagnose faults, manage capacity and investigate security concerns.

Connection records. We only collect and keep records of your connections where the law requires it or for similar legal and security reasons, such as responding to lawful requests from authorities and protecting our network. These records show the IP addresses and ports used, including the addresses your service connected to, and when. They do not show the content of your communications, and we keep them for up to two years.

Website analytics. We run our own analytics on our websites and signup pages. It sets no cookies, and we don't keep your IP address or browser details. We use them briefly to work out your country, your general device, browser and system type, and a visitor code that changes every day, so we can't follow you from one day to the next. We also record the pages you view, the site that sent you, any campaign tags in the link, and steps such as starting a signup or paying an invoice. Nothing is sent if your browser asks not to be tracked.

My Account and our chat use cookies or browser storage to keep you signed in. Our coverage maps load images from OpenStreetMap, which receives your IP address.

Why we use information

We use information to set up and manage accounts, verify identity and authority, provide and support services, bill and process payments, respond to enquiries and complaints, assess assistance requests, maintain and improve our network, prevent or investigate fraud and security incidents, meet legal obligations and communicate with you about these matters. Any other use must be permitted by law or appropriately authorised.

Sharing personal information

We may disclose personal information where reasonably needed for the purposes described in this policy and permitted by law. Depending on the service and circumstances, recipients may include Australian carriers and wholesale suppliers, installation and support contractors, payment and professional service providers, credit providers, credit reporting bodies, your authorised representative, or a regulator, dispute resolution body, court or government agency.

We limit disclosures to what is needed and take reasonable steps to ensure that people handling information for us protect it and use it appropriately. A disclosure to support a complaint, legal process or business transaction must also be lawful and appropriately safeguarded. The credit information section below explains how credit reporting works.

Storage and overseas providers

We store customer data only in Australia, on our own servers. We do not store customer data overseas.

Some third parties we deal with are separate organisations and may use overseas providers. These include payment and messaging providers, and shared group platforms such as those used for our modern slavery reporting. Where we disclose information to one of these parties, we take the steps the Privacy Act requires to protect it. You can contact us to ask which countries are involved.

If our storage practices change, we will review our legal obligations and this policy before introducing the change.

Telecommunications confidentiality and lawful requests

Information about telecommunications services and communications may have protections in addition to general privacy law. We assess requests for access or disclosure under the applicable telecommunications, interception and access, privacy and other laws. We disclose information to law enforcement or government agencies only where required or authorised by law, and keep any disclosure records required by law.

We do not treat a private request from another customer or an unauthorised person as sufficient authority to release your account or service information.

Automated decisions. We use automated checks at signup to help stop fraud. They use details such as your contact details, your device and network address, and your payment card, and they can hold or refuse a signup. If that happens to you, contact us and a person will review it.

Security and retention

We take reasonable technical and organisational measures to protect personal information against misuse, interference, loss and unauthorised access, modification or disclosure. Access is limited to authorised people who need it for their work. Security measures are assessed against the nature and sensitivity of the information and our operational and legal requirements.

We keep information while needed for a permitted purpose or a legal retention obligation. We keep chat and message content for 2 years, fraud records for 2 years, signed contracts and representative forms for 7 years after they end, billing records for 7 years, hardship applications and arrangements for 3 years after they finish, connection records for up to 2 years, and website analytics for 26 months. Identity document photos are deleted once they have been checked, and within 30 days if no decision has been made. Records linked to an open complaint, hardship application, legal hold, bereavement case or disclosure record are kept until that matter allows deletion. When it is no longer needed and does not have to be retained, we take reasonable steps to destroy it securely or de-identify it. Information relevant to a complaint, investigation or legal process may need to be retained until that process is resolved. Specific hardship evidence and arrangement records follow the applicable rules and our payment assistance policy.

If you suspect unauthorised access to your information, contact us promptly using the privacy contacts in this policy. We investigate suspected breaches and notify affected people and authorities where required by law.

Access and correction

You can ask for access to personal information we hold about you, or ask us to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. Contact privacy@sky5g.com.au or 1300 413 798 and explain your request. We may need to verify your identity and authority before releasing or changing information.

We respond within a reasonable period, generally within 30 calendar days. There is no charge to make an access request or to request a correction. If a lawful access charge is proposed, we explain it in advance; it will not be excessive. We do not charge for making a correction or associating a statement with the record.

If we refuse access or a correction, we explain the decision and complaint options in writing, unless the law prevents this. If we do not agree to a correction, you can ask us to associate a statement of your concerns with the information. You can also ask us to notify another recipient of a correction; we take the steps required by law.

Please keep your account contact and service details up to date. Contact us if you need help checking or updating information; the availability of a customer portal does not limit your right to make an access or correction request directly.

Marketing and consent

Where permitted by law, we may use your contact information to tell you about relevant products or offers. You may opt out at any time using the unsubscribe facility in the message, emailing privacy@sky5g.com.au with “Opt out of marketing” in the subject, or calling 1300 413 798. We do not charge for opting out.

An opt-out from marketing does not stop necessary account or service communications, such as invoices, security notices or outage updates. Where we rely on consent, you may withdraw it by contacting us. We explain any consequence for services or assistance that depend on the relevant information.

Credit information

Billing and payment information is handled under this policy. We do not currently obtain credit reports or give information to credit reporting bodies, but we may do so in future for post-paid services. If we do, we will tell you first.

Our Credit Reporting Policy at https://au.sky5g.global/legal/credit-reporting explains the information involved, and your access, correction, complaint, fraud and pre-screening rights.

Employment information

If you apply for work with us, we may collect information you provide for recruitment, including relevant qualifications, experience and authorised referee details. Employment information is used and accessed as needed for recruitment, employment obligations and staff management, subject to the laws that apply.

Privacy complaints

If you believe we have mishandled your information, contact privacy@sky5g.com.au or 1300 413 798, or write to our office address. Tell us what happened, the outcome you seek and how we can safely contact you. An authorised representative may assist you.

We record your complaint, acknowledge it promptly, investigate the concerns and explain the outcome and any proposed remedy. We aim to respond within 30 calendar days. Where our telecommunications complaints process or another law requires an earlier response, that earlier requirement applies. If more time is needed, we explain the delay and the revised timeframe.

Independent privacy review

Complain to us first and allow a reasonable opportunity for us to respond. If we do not respond within 30 days, or you are dissatisfied with our response, you can complain to the Office of the Australian Information Commissioner (OAIC), where it has jurisdiction.

OAIC enquiries: 1300 363 992
Privacy complaint information and online form:
https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us Complaint assistance email: oaicintake@oaic.gov.au

For eligible complaints connected with your phone or internet service, the Telecommunications Industry Ombudsman may also assist. Phone 1800 062 058 or visit https://www.tio.com.au/make-a-complaint . Ask us for a copy of our Complaints Handling Process at any time.

Accessibility and language assistance

To contact us through the National Relay Service, call TTY 133 677 or Voice Relay 1300 555 727, or use https://nrschat.nrscall.gov.au/ . Give the relay officer our number, 1300 413 798. For an interpreter, call TIS National on 131 450 and ask to speak to Wi-Sky Queensland. We can provide this policy or discuss your privacy request in a suitable format.

Policy updates and document control

We review this policy when our practices or legal requirements change. The current approved version will be

available on our website and on request. We explain significant changes through appropriate customer communications.

Effective: 5 November 2026. Next review: by 5 November 2027. Policy owner and approver: CEO.