

PRIVACY POLICY

Nextgen is required by law, the ACIF Code on 'Protection of Personal Information of Customers of Telecommunications Providers' and by ethical business practice to protect *personal information* relating to the content of communications, the services supplied by Nextgen and the affairs and personal particulars of any person. (Terms in italics in this policy are defined in the Privacy Act 1988.)

Collecting *personal information*

Nextgen will only collect *personal information* where it is necessary for the provisions of services to customers. We will collect it by fair and lawful means and where practicable we will collect it direct from the *individual*. The *personal information* we collect may include name, contact details, details of bank accounts used to transact with Nextgen, credit reports, records of communication, records of customers' use of our services and financial records including contracts, invoices and payments made. When *personal information* about you is collected, we will advise you of the purpose for collecting the information including any law that requires its collection, persons or organisations with whom we may share the information and how you may request access to the information. Nextgen will not generally collect, hold or disclose *sensitive information* about customers.

Use and disclosure

Nextgen will use *personal information* only for the purpose for which it was collected. We will not unreasonably and unnecessarily use or disclose it to a third party. We may disclose it to law enforcement authorities as required by law and, unless you request us not to, we may also use your *personal information* for direct marketing of Nextgen services to you.

Data quality

Nextgen will take reasonable steps to ensure that *personal information* we hold and use is accurate, complete, up-to-date, protected from misuse, loss and from unauthorised access, modification and disclosure. We will destroy *personal information* that we no longer need or change and/or aggregate it for statistical purposes in such a way that *individuals* cannot be identified.

Access

Nextgen will make this policy available to any person requesting it and we will inform individuals about the sorts of *personal information* we hold, the purpose of the information and how we hold, use and disclose *personal information*.

If Nextgen holds personal information about you, we will give you reasonable access to that information, subject to certain exceptions as allowed by law. If we charge for access, we will charge only a reasonable cost.

If you notify Nextgen claiming that the *personal information* we hold about you is not accurate, complete and up-to-date, we will take reasonable steps to correct your *personal information*. If

you and Nextgen can not agree on whether your *personal information* should be changed, we will comply with a request from you to add a statement about your claim to your *personal information*.

Nextgen will provide reasons for denying access to, or refusing to correct, *personal information*.

Identifying individuals

Nextgen will not identify you by a government-issued identifier (for example, a Tax File Number), or disclose such identifiers unless you consent or we are required to do so by law.

Transfer of *personal information* off-shore

Nextgen will not transfer your *personal information* off-shore without your consent unless the transfer is necessary for us to meet our contractual obligations to you and we reasonably believe, and take reasonable steps to ensure, the *personal information* transferred is protected by law in the foreign country to a standard similar to the *National Privacy Principles*.

Sensitive information

Generally, Nextgen does not need *sensitive information* about you. Nevertheless, we will not collect, hold or disclose *sensitive information* unless you consent or the collection, holding or disclosure is required by law.

Privacy complaints

We value the trust you have put in us and we are committed to protecting the privacy of your *personal information*. If you have any questions or concerns please contact Nextgen's Telecommunication Counsel on (03) 9258 5700 or write to Nextgen Networks, Telecommunication Counsel, PO Box 13071, Law Courts, Post Office Melbourne, Victoria, 8010



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12 October 2005