

Introduction

VoIPLine Telecom PTY LTD. T/AS VoIPcloud is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern how we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

This privacy policy ("Policy") describes how VoIPLine Telecom PTY LTD. T/AS VoIPcloud ("VoIPLine Telecom PTY LTD. T/AS VoIPcloud", "we", "us" or "our") collects, protects and uses the personally identifiable information ("Personal Information") you ("User", "you" or "your") may provide on the www.voipcloud.online, www.voipline.net.au, websites and any of its services or products (collectively, "Website" or "Services"). In addition, it includes available choices you have regarding how we use your Personal Information and means by which you can access this information and update it. This policy does not apply to any entity that we do not own or control or any individuals that we do not employ or manage.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, phone numbers and facsimile numbers. Financial information such as payment method data including credit cards are tokenized and not directly stored on our servers. Recorded calls are stored on our servers for customers who opt for the additional Call Recording Storage service. SMS message record data and SMS message content is stored on our servers for customers who opt for the additional inbound and outbound SMS Service. All SMS message content is encrypted.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our websites www.voipcloud.online, www.voipline.net.au, from your website, from media and publications, from other publicly available sources, from cookies and third parties. We don't guarantee website links or the policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Collection and handling of non-personal information

When you visit the Website and Online Portals our servers automatically record information that your browser sends. Data may include information such as your operating system info, the IP address of your device, browser information such as version and type, preferred language, browser pages related data, such as our webpages you were visiting before you came to our website,

the information you search on our website, time spent on our webpages including access date and time, and other statistical information.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained.
- For a secondary purpose that is directly related to the primary purpose.
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances, we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Third-Party payment processors

We use third-party payment processors to assist us in processing your payment information securely. Such third-party processors' use of your Personal Information is governed by their respective privacy policies which may or may not contain privacy protections as protective as this Privacy Policy. We suggest that you review their respective privacy policies.

Third-Party integration partners

[Touch SMS](#) and [Edgility](#) are third-party integration partners of VoIPcloud, used for Customers who choose to connect their SMS-enabled phone number directly to their services and expand SMS capabilities outside of what VoIPcloud services offer. Such third-party integration partners use of your Personal Information is governed by their respective privacy policies which may or may not contain privacy protections as protective as this Privacy Policy. We suggest that you review their respective privacy policies.

Disclosure of Personal Information

Your Personal Information may be disclosed in some circumstances including the following:

- Third parties where you consent to the use or disclosure.
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

Access to your Personal Information

You may access the Personal Information we hold about you and update it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

VoIPLine Telecom PTY LTD. T/AS VoIPcloud will not charge any fee for your access request.

To protect your Personal Information, we will require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

How we use and process collected information

The data that we collect helps us in providing our services to you. Improving customer service experience, including communicating through different channels such as email and chat. It's also used to send reminders such as password reset, updates, process transactions etc; and run and operate our Website and Services.

Non-personal information collected is used only to identify potential cases of abuse and establish statistical information regarding Website usage. This statistical information is not otherwise aggregated in such a way that would identify any particular user of the system.

Transfer and storage of information

Depending on your location, data transfers may involve transferring and storing your information in a country other than your own. You are entitled to learn about legalities that form the basis of information transfer. If you need more information, you can contact us through any mode which is provided in the contact section.

The rights of users

You may exercise certain rights regarding your information processed by us. In particular, you have the right to do the following: (i) you have the right to withdraw consent where you have previously given your consent to the processing of your information; (ii) you have the right to object to the processing of your information if the processing is carried out on a legal basis other than consent; (iii) you have the right to learn if information is being processed by us, obtain disclosure regarding certain aspects of the processing and obtain a copy of the information undergoing processing; (iv) you have the right to verify the accuracy of your information and ask for it to be updated or corrected; (v) you have the right, under certain circumstances, to restrict the processing of your information, in which case, we will not process your information for any purpose other than storing it; (vi) you have the right, under certain circumstances, to obtain the erasure of your Personal Information from us; (vii) you have the right to receive your information in a structured, commonly used and machine readable format and, if technically feasible, to have it transmitted to another controller without any hindrance. This provision is applicable provided that your information is processed by automated means and that the processing is based on your consent, on a contract which you are part of or on pre-contractual obligations thereof.

The right to object to processing

Where Personal Information is processed for a public interest, in the exercise of an official authority vested in us or for the legitimate interests pursued by us, you may object to such processing by providing a ground related to your particular situation to justify the objection. You must know that, however, should your Personal Information be processed for direct marketing purposes, you can object to that processing at any time without providing any justification. To learn, whether we are processing Personal Information for direct marketing purposes, you may refer to the relevant sections of this document.

How to exercise these rights

Any requests to exercise User rights can be directed to the Owner through the contact details provided in this document. These requests can be exercised free of charge and will be addressed by the Owner as early as possible and always within one month.

Privacy of children

We do not collect any Personal Information from children under the age of 13 knowingly. We encourage you not to submit any Personal Information on our Website or Service by any means if you are under the age of 13. The children's internet usage must be monitored by their parents and legal guardians, and we strongly encourage them to instruct their children to never provide personal information through our Website or Service without their permission. For any reason, if you believe that the Personal Information of a child under the age of 13 has been provided to us through our Website or Service, please contact us.

Cookies

We use cookies on this website. A cookie is a text file sent by a web server to a web browser and stored by the browser. The text file is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We may send a cookie which may be stored on your browser on your computer's hard drive. We may use the information we obtain from the cookie in the administration of this website, to improve the website's usability. We may also use that information to recognise your computer when you visit our website and to personalise our website for you.

Most browsers allow you to refuse to accept cookies. This will, however, reduce the usability of many websites.

Tracking

Some browsers incorporate a Do Not Track feature that signals to websites you visit that you do not want to have your online activity tracked. Tracking is not the same as using or collecting information in connection with a website. For these purposes, tracking refers to collecting personally identifiable information from consumers who use or visit a website or online service as they move across different websites over time. Our Website does not track its visitors over time and across third-party websites. However, some third-party sites may keep track of your browsing activities when they serve you content, which enables them to tailor what they present to you.

Links to other websites

Our Website contains links to other websites that are not owned or controlled by us. Please be aware that we are not responsible for the privacy practices of such other websites or third parties. We encourage you to be aware when you leave our Website and to read the privacy statements of every website that may collect Personal Information.

Data breach

In the event, that we become aware that the security of the Website and/or Online Portals has been compromised or a user's Personal Information has been disclosed to unrelated third parties as a result of external activity, including, but not limited to, security attacks or fraud, we reserve the right to take reasonably appropriate measures, including, but not limited to, investigation and reporting, as well as notification to and cooperation with law enforcement authorities. In the event of a data breach, we will notify affected individuals with whom we have a direct relationship specifically; our Channel partners, Whitelabel partners, Wholesale partners and direct VoIPline Telecom clients; after an investigation has been completed and we have identified what data has been accessed or if notice is otherwise required by law. When we do notify you of a data breach, we will send you an email and this will include the specifics of the data that was breached.

Policy Updates

We reserve the right to modify this Policy relating to the Website or Services at any time, effective upon posting of an updated version of this Policy on the Website. When we do we will revise the updated date at the bottom of this page. Continued use of the Website after any such changes shall constitute your consent to such changes.

Acceptance of this policy

You acknowledge that you have read this Policy and agree to all its terms and conditions. By using the Website or its Services you agree to be bound by this Policy. If you do not agree to abide by the terms of this Policy, you are not authorized to use or access the Website and its Services.

Privacy Policy

Complaints and Enquiries If you have any queries or complaints about our Privacy Policy, please contact us at:

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