

Collection statement

The TIO (Telecommunications Industry Ombudsman Ltd) is committed to protecting personal information that we handle. We comply with the *Privacy Act 1988*, including the Australian Privacy Principles. This document provides consumers with some important information about the TIO's collection of personal information.

The TIO's Privacy Policy

This collection statement is effective from 22 September 2014. For more information, please see the TIO's Privacy Policy, accessible from www.tio.com.au/privacy or by contacting us. It contains information about:

- how to access and correct your personal information we hold, and
- how to complain about the way the TIO handles your personal information.

Contact us

By phone 1800 062 058*
Online www.tio.com.au
By fax (free) 1800 630 614
By post PO Box 276
Collins St West VIC 8007

If you need an interpreter, please contact us through the Translator and Interpreter Service (TIS): 131 450

If you have a hearing or speech impairment, contact us through the National Relay Service:

- TTY users: 1800 555 677
- Speak and listen users: 1800 555 727
- Internet relay users: www.relayservice.com.au

* Free from landlines. If you are calling from a mobile, you can ask us to call you back.

The TIO and your personal information



When and why do we collect your personal information?

We collect personal information only when reasonably necessary to carry out our functions and activities. This includes to:

- contact you
- provide you with information you have requested, and
- where relevant, deal with your complaint about a telecommunications provider.

We use your personal information for related purposes you might reasonably expect, such as for internal quality monitoring and training.

You can sometimes deal with us without providing personal information, but this is not always practicable. We may not be able to deal with your complaint about a provider if you choose to remain anonymous, use a pseudonym, or withhold information.

If you choose to provide us with sensitive information, for example information about your health, you consent to us collecting and disclosing that information to carry out our functions and activities unless you tell us otherwise.

How do we collect and hold your personal information?

In most cases, we collect personal information directly from you, including any sensitive information you choose to provide to us, such as information about your health.

However, sometimes this is not reasonable or practicable and we may collect your personal information from third parties, such as from your authorised representative. If you ask us to deal with a complaint about your telecommunications provider, we may also collect your personal information from that provider during the course of dealing with your complaint.

We may hold your information physically or in electronic databases and information systems, both at the TIO office and off-site. We take steps to protect your information from interference or unauthorised access or disclosure.

Who do we disclose your personal information to?

If we are dealing with your complaint about a telecommunications provider, we disclose your personal information to the providers that the TIO considers will assist in the resolution of the complaint.

This will usually be the provider your complaint is about, but may also include other telecommunications providers you don't directly deal with such as wholesale providers. In complaints involving a problem transferring a service from one provider to another, we will generally disclose your personal information to both providers.

With your consent, or by law, we may provide your personal information to government agencies. We may also provide your personal information to third parties for the purpose of improving our services. We will not disclose your personal information to third parties for direct marketing.

In some cases the TIO discloses information to a person outside Australia. For example, the provider you have made a complaint about, or its staff, may be overseas. The TIO's information technology systems may have elements that are located or handled by a supplier or contractor overseas. See the TIO's Privacy Policy for a list of countries where these overseas recipients are likely to be located.

For more information, please see the TIO's Privacy Policy at www.tio.com.au/privacy, or contact us