



1. OUR COMMITMENT TO DATA MINIMISATION

ZipFibre Pty Ltd (ABN 66 691 644 952) is committed to protecting your privacy in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

Our Philosophy: We operate on a principle of data minimisation. We only collect the personal information strictly necessary to:

- Provision your physical NBN connection;
- Verify your identity; and
- Bill you for the service.

We do not track your browsing history for advertising purposes, nor do we sell your personal data to third-party marketers.

2. INFORMATION WE COLLECT

PROVISIONING DATA (NECESSARY)

To establish your internet connection, we must collect:

- **Identity:** Name, Date of Birth (required for ID verification).
- **Location:** Installation address.
- **Contact:** Email address and mobile number.

BILLING DATA

Payment information (Credit Card/Direct Debit) is tokenised and processed securely via our payment gateway. ZipFibre does not store raw credit card numbers.

METADATA (MANDATORY RETENTION)

Under the *Telecommunications (Interception and Access) Act 1979*, all Australian Internet Service Providers (ISPs) are required by law to retain specific metadata for 2 years.

This is a federal government requirement, not a ZipFibre business choice.

3. DATA RETENTION & THE LAW

Our wholesaler is legally obligated to retain certain technical data for a period of **two (2) years** to assist law enforcement agencies if a warrant is issued. This is governed by the *Telecommunications (Interception and Access) Act 1979*.

WHAT WE MUST KEEP (BY LAW):

- **Source IP Address:** The IP address assigned to your account.
- **Time Stamps:** The time and duration of your connection sessions.
- **Account Details:** Name and address associated with the IP assignment.
- **Bandwidth:** Volume of data uploaded and downloaded.

WHAT WE DO NOT KEEP:

- **Web History:** We do not store a record of the websites you visit (URLs).
- **Content:** We do not store the content of your emails, messages, or downloads.

4. WHO WE SHARE DATA WITH

SERVICE PROVISIONING

To physically connect your home, we must share limited data with:

- **NBN Co:** Your address and contact details to schedule technicians.
- **Vocus:** Our wholesale network provider, for IP allocation and backhaul services.

LEGAL COMPLIANCE

We will only disclose your information to law enforcement or government agencies (such as the Australian Federal Police) if:

- We are served with a valid warrant; or
- We are compelled to do so by a court order or specific legislation.

5. SECURITY & YOUR RIGHTS

DATA SECURITY

We implement strict security measures to ensure your data is stored safely. Access to your personal information is restricted to authorised ZipFibre staff who need it to support your account.

ACCESSING YOUR DATA

You have the right to request access to the personal information we hold about you or to correct it if it is wrong.

To make a request, please email our Privacy Officer at **support@zipfibre.com.au**.