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# Privacy Policy

Peak Net Pty Ltd

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## Contact Information

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## 1 Introduction

As Peak Net Pty Ltd, we are committed to providing excellent service and protecting your personal information. This Privacy Policy outlines how we collect, use, store, and share your personal information, in compliance with Australian government laws and obligations. We adhere to the **Telecommunications Act 1997 (Cth)**, the **Telecommunications (Interception and Access) Amendment (Data Retention) Act 2015**, the **Do Not Call Register Act 2006 (Cth)**, the **Spam Act 2003 (Cth)** (or 2010), and the **Privacy Act 1988 (Cth)**, including the **Australian Privacy Principles (APPs)**. We will take reasonable steps to ensure you are aware of our data collection practices, the purpose of collection, how it may be disclosed, and whether it will be transferred outside of Australia.

## 2 Why Peak Net Pty Ltd Collects Your Personal Information

We collect your personal information when it is reasonably necessary for the purposes of providing you services and products. This includes, but is not limited to:

- Verifying your identity.
- Processing your application for a service.
- Managing your services, including billing, account management, and debt collection.
- Conducting credit-worthiness or fraud checks.
- Business planning and researching/developing our products and services.
- Providing information about our services, products, and special offers (with opt-out options).
- Complying with legal and regulatory obligations, such as providing information to the **Integrated Public Number Database (IPND)** for telephone directories and emergency services.

We collect and hold personal information about prospective, current, and past customers who have expressed interest in, obtained, or previously had our services.

## 3 The Type of Personal Information We Collect

The information we collect is directly related to our business activities and may include a wide range of personal information. This includes:

- Your name (or change of name), address, and/or occupancy status.
- Date of birth or death, gender, occupation, and contact details (phone, email).
- Payment information, including credit card details.
- Financial and employment history.
- Driver's license and/or other government identification numbers.
- Usage information, such as calls made or data volumes used.
- Passwords and location.
- Purchasing patterns, consumer preferences, or attitudes for product development and marketing.

Generally, we do not require sensitive information (like race, ethnicity, political views, religious or philosophical beliefs, sexual preferences, health, genetics, or criminal records). If customers choose to provide health information related to their communication services, it is collected and stored only with their permission and for the purpose it was provided. If you choose not to provide certain information, we may be unable to provide you with the requested products or services.

## 4 How Peak Net Pty Ltd Collects Your Personal Information

Most personal information is collected directly from you. This occurs when you:

- Fill in forms online on our website.
- Provide information over the phone.
- Email us.
- Contact us via social media platforms.

We may also collect information indirectly from other sources, such as:

- Your use of a product or self-service channels.
- Surveys you complete or responses to offers/promotions.
- When you pay your bill.
- From our equipment.
- Our employees, agents, contractors, or suppliers.
- Third-party service providers, including related companies, credit reporting bodies, and credit providers.
- Publicly available sources (e.g., marketing lists, database aggregation services).
- Your authorized representatives.
- Other telecommunication and information service providers.
- When required by law.
- Your employer (for business products) or a parent/guardian/trustee.
- From online activity, including your Internet Protocol (IP) address for website administration and diagnostics.
- Through site performance identifiers and analytic or advertising “cookies” or digital identifiers for statistical information, website behavior analysis, and relevant advertising. You can manage cookie settings in your web browser. We use **Google Analytics Advertising Features** (including Remarketing and Impression Reporting) and provide information on opting out of interest-based advertising.

## 5 How Peak Net Pty Ltd Holds and Protects Your Personal Information

We have a series of security measures in place to protect your personal information. We maintain customer information in controlled systems with authorized access only, preventing unauthorized copying. Our security measures include:

- Secure server and closed network environments.
- Encryption of data in transit.
- Management of access privileges based on job roles, limiting access to those who require it.
- Regular training for staff on privacy matters and ongoing monitoring.
- Storing all data in secure centers in Australia only.
- ID checks to verify identity and ensure details are correct and up-to-date.
- Strict security protocols on the transfer of data.
- Credit card details are not stored unencrypted in our systems.
- System access and modifications to customer records are logged under specific staff members, with occasional audits.
- Functional restrictions apply, including remote access limited to mandated job roles.
- Security restrictions are applied to copying, printing, and recording information, with limited access to authorized personnel.

While some staff may be located in other regions (e.g., Sri Lanka), your privacy is protected by the same strict rules and regulations.

## 6 Who Peak Net Pty Ltd May Share Your Personal Information With

We may be required to share your personal information with organizations outside of Peak Net Pty Ltd for operational and legal reasons. These may include:

- Suppliers and technicians necessary to provide and maintain your service and resolve faults.
- Credit reporting bodies or credit providers for credit checks, debt recovery purposes, or if there are failed payments. The CRB we use is **Illion Australia Pty Ltd**. We may work with customer service partners inside and outside Australia on credit-related matters, providing secured access to necessary credit information.
- Fraud-checking and authorized security agencies to carry out checks.
- Debt collectors or other companies assisting in debt recovery.
- Other telecommunications and information service providers (e.g., for billing purposes, telephone directories, or when moving services).
- Our professional advisors (e.g., auditors, accountants, lawyers).
- Market research and customer review organizations.
- Digital advertising platforms used to inform you of products and services.
- Authorized government, regulatory authorities, or law enforcement agencies when required or specifically permitted by law (e.g., **Telecommunications Industry Ombudsman (TIO)**, **Integrated Public Number Database (IPND)**, emergency services, criminal law enforcement).
- Your authorized representative or nominated contact person or legal advisors, as agreed by you.

We do not outsource our primary services to third-party companies, ensuring that your privacy is protected by the same rules regardless of staff location. You acknowledge that by

allowing third parties to access the service, you are consenting to the disclosure of your personal information to those third parties.

## 7 Marketing and Advertising

We strive to keep our customers up-to-date on our offers and provide options to opt-in to direct marketing to record interest in receiving such communications. You can request not to receive other communications by submitting a written request. Our use of **Google Analytics Advertising Features** for interest-based advertisements does not result in Google or any other third party obtaining your personal information.

## 8 How to Access and Correct Your Personal Information

You are entitled to access your personal information held by Peak Net Pty Ltd. This can typically be done through our secure portal system or by contacting us. While there is usually no cost, complex requests requiring a detailed search may incur a charge, which we will advise you of prior to undertaking the request.

You have the right to request correction of inaccurate information. We maintain and update personal information as it becomes necessary, for example, when customers inform us of changes.

There are some instances where we may not be able to provide access, such as if prohibited by law, if it poses a serious threat to health or safety, impacts the privacy of others, prejudices law enforcement, or is connected with commercially sensitive decision-making.

## 9 Contact Information

If you have any questions, requests, or concerns about your privacy or our practices, please contact us. Any privacy complaints will be handled in accordance with our Complaints Handling Policy.

- **Email:** [info@peaknet.com.au](mailto:info@peaknet.com.au)
- **Website:** via our website contact form

*This document is effective as of the date of acceptance and remains in force until modified or terminated in accordance with these terms.*

*For questions or concerns, please contact Peak Net Pty Ltd at [info@peaknet.com.au](mailto:info@peaknet.com.au).*