

# Jet Interactive Pty Ltd

## Privacy Policy © Jet Interactive 2023 – Version 2.4

**Jet Interactive Pty Ltd** (Jet) is a telecommunications company that provides mobile numbers and calls, business phones and call packages, inbound numbers and call tracking.

To provide these services it is required for both business and personal information regarding your company, its directors and sometimes staff. This information is required for the following reasons:

1. Identification of the individuals setting up a new account with Jet to minimise identity theft
2. Credit checking
3. Accurate billing and charging of invoices
4. Correct delivery of geographic based services
5. Law enforcement. The provision of accurate personal identification at the request of law enforcement departments
6. Provision of geographic addresses to emergency departments
7. Navigation of our website

The privacy of personal information that you provide to **Jet Interactive Pty Ltd** (Jet) via this website is very important to us. The Telecommunications Act 1997, the Privacy Act 1998, the Industry Codes of Practice and our own policies and procedures govern our business. The following privacy policy governs the collection, use and disclosure of your personal information by Jet.

### How is information gathered by Jet?

Details are collected at the time of account sign up with Jet at [www.signup.jetinteractive.com.au](http://www.signup.jetinteractive.com.au).

Additional details can also be entered at [www.portal.jetinteractive.com.au](http://www.portal.jetinteractive.com.au) after sign up is completed when additional staff and products are added by you.

Enquiries via our site, and our social media channels, via buttons such as 'Get Quote', 'Find Out More' etc

### What kind of information is collected and how is it used?

For account verification we need your company name, ABN/ACN business address, and at least one directors name and home address.

To avoid identify fraud we ask for the director to provide either a drivers licence or passport number along with a 'selfie' photo. This is used to do a biographic look up of your photos stored on the government site of [www.idmatch.gov.au](http://www.idmatch.gov.au). After verification this biographic information is deleted within two weeks.

Credit checking. Information about your company and the directors may be forward to a third party credit checking facility.

For billing and payments credit card details are securely captured and stored in an encrypted PCI compliant database. The credit card used is only identifiable by the last 5 digits within Jets customer and staff facing systems. The credit card on file can be accessed and updated at anytime by you via the Jet Hub customer portal at [www.portal.jetinteractive.com.au](http://www.portal.jetinteractive.com.au)

All directors and staff contact details are also managed with the Jet Hub Portal and can be accessed and changed by you at any time.

Law Enforcement. From time to time Jet will receive requests from law enforcement agencies asking for personal details of Jet customers who use a particular number. In that case Jet is legally obliged to supply all relevant records.

Integrated Public Number Database (IPND) – It is a federal government requirement that provide the address the telephone service is located at or predominantly used at. This address is then forwarded to an emergency number database so government departments like police, ambulance and the fire brigade can go straight to your address if you are not able to communicate verbally to the operator. It is vital if there is a change of address that you inform Jet immediately or update your details directly in your Jet Hub Account. To understand more about this initiative please go to <https://www.acma.gov.au/accessing-ipnd>

Website information. Visitors information to our website [www.jetinteractive.com.au](http://www.jetinteractive.com.au) is recorded to our site's server relating to your navigation of this site. The types of information collected include details of the browser you are using, your IP address, the URL you have come from and your domain type and server. Some of this information is stored on cookies. A "cookie" is a software application that enables us to customise services to each user. It tracks your navigation in the site and stores that information on your hard drive. You should be able to "opt out" of receiving cookies by setting your browser to recognise when a cookie is offered and opting out of receiving it. Check with your software manufacturer or internet service provider to find out how you can alter your browser's settings.

Cookies are used only to facilitate use of this site. Jet does not use cookies to collect and distribute information for any other purpose.

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## Passwords

Passwords are sent out and managed by you via the Jet Hub Customer Portal. These are encrypted and can only be updated by you.

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## Retention of personal data

The above mentioned data is retained while you have an active account with Jet. After your account has been cancelled, and the final payment made, then all personal data is deleted.

If you have any questions about what information is required and retain and handle by Jet please either email us on [customerservice@jetinteractive.com.au](mailto:customerservice@jetinteractive.com.au) or call us on 1300 10 13 10



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