

Effective Date: 27 January 2022

Why we collect your information (Collection Notice)

At Woolworths Mobile, we care deeply about your privacy.

And that means giving you the information you need to make informed choices.

We want to make it simple for you to understand how we collect, use and share your personal information, so please read on to find out more.

How and why we collect and share personal information – Bringing you Woolworths Mobile

1. The Quick Version

First and foremost, we collect personal information such as your name, contact details, date of birth, your mobile number and payment card details to:

- verify your identity and other account information as required by law when you activate or use a telecommunication service we provide (including pre-paid services);
- manage your account and provide ongoing support;
- communicate with you about our services and seek your feedback.

We may also collect your contact details, identity verification documents and in certain circumstances, your biometric identifiers, for purposes including:

- processing your application including any credit checks (see Woolworths' Credit & Collections Policy);
- collecting amounts owed to Woolworths Mobile (including through collection agencies and credit reporting bodies);
- undertaking fraud detection activities, particularly for high value transactions;
- participating in the credit reporting systems; and
- as required or permitted by law.

Without the personal information necessary to conduct these activities, we will not be able to provide you with Woolworths Mobile services.

You can provide us with your Everyday Rewards number when you apply for a Woolworths Mobile number so we can deliver personalised rewards and additional discounts to you via our loyalty program.

We use your personal information to understand your preferences, to recommend and advertise features, products and services that may be of interest to you, and to personalise your experience with Woolworths.

You will be supported by the Woolworths Mobile team for all your needs. We will rely on Telstra as our telco provider to resolve network related issues including requests for a silent number.

We may need to share some of your personal information with service providers, including Telstra and Equifax, who help us deliver Woolworths Mobile products and services and in our broader business activities as outlined in this notice. Visit the Woolworths Group Privacy Policy for more information on Woolworths' disclosure of personal information to overseas recipients.

2. Want to know more

Woolworths may provide 'credit' (as defined in the Privacy Act 1988) to our customers in connection with our products and services.

If you apply for a product or service for which Woolworths provides you with credit, such as, for example, post-paid telecommunication services, we will disclose your application to a credit reporting body to advise us of your credit-worthiness and to verify your personal details as mentioned above.

The credit reporting body may include this information in reports that it provides to other credit providers to assist them in assessing your credit-worthiness.

In addition to the purposes outlined above, we collect personal information to:

- communicate with you about your purchases;
- seek your feedback;
- respond to your enquiries and complaints;
- monitor for and protect against fraud;
- collect outstanding debts;
- improve our business generally and better understand customer needs, including by monitoring or recording our interactions with you for training purposes;
- keep our records accurate and up-to-date; and
- as required or permitted by law.

We may need to collect other types of personal information necessary to deliver you the services of Woolworths Mobile or respond to your broader needs or for purposes within your reasonable expectation or as permitted by law.

3. How and why we collect and share personal information

Legal Obligations

Telecommunications laws and regulations require us to collect certain information about your use of our services, such as the date, time and duration of communications and we may share your personal information if required to do so by law. These laws and regulations may also require Woolworths to collect and share personal information beyond Woolworths for reasons that include:

- verifying your identity for prepaid services;
- helping to maintain a public telephone number Integrated Public Number Database (IPND), to make your mobile number more private, or to exclude your number from the public directory, please [contact us](#) or visit [the ACMA site](#) to find out more;
- to ensure emergency service organisations can access information such as contact details or device locations when needed;
- to assist law enforcement authorities in their investigations if required by law.

Credit Checks

Woolworths may disclose your credit information to credit reporting bodies such as Equifax for the purpose of undertaking credit checks, as required under the Telecommunications Consumer Protection Code 2019). For further details please see [Woolworths' Credit Check Terms & Collections Policy](#).

For a copy of the Telecommunications Consumer Protection Code 2019, see: https://www.commsalliance.com.au/_data/assets/pdf_file/0011/64784/TCP-C628_2019.pdf

Fraud Minimisation

In addition to the above, when you apply for a high value Woolworths Mobile product or service, Woolworths may request, collect and share your personal information including biometric identifiers to Equifax and OCR Labs Pty Ltd for identity verification. This is for the purpose of minimising online fraudulent transactions. If you do not consent to the collection of this information, Woolworths may be unable to provide you a high value Woolworths Mobile product or service.

4. Protecting your privacy

We are committed to keeping your service private and secure.

We will confirm your identity before allowing access to your account. To protect your own privacy, we suggest you do not share your account information or passwords with other people.

5. Your rights

If you have a query or complaint you would like to discuss with us relating to a privacy matter, you can contact the Woolworths Group Privacy Officer at privacy@woolworths.com.au.

If you would like to opt-out of marketing communications and promotions of Woolworths Mobile products, you can change your marketing preferences by logging into your Woolworths Mobile and your Everyday Rewards account.

If you receive any marketing communications or promotions from us via email, you can click on the unsubscribe link in the email to opt-out from that particular communication. Visit the Woolworths Group Privacy Policy for more information on marketing communications, how you can access or correct your personal information collected by Woolworths or make a complaint about a privacy matter.

Woolworths Mobile is a registered business name of Woolworths Group Limited (ABN 88 000 014 675). Visit the [Woolworths Group Privacy Policy](#) for more information.