

# Cooee Mobile – Privacy Policy (2025)

Effective Date: 29 August 2025

Prepared by: Luke Sheahen, Owner – Cooee Mobile

## 1. Introduction

Cooee Mobile values the privacy of our customers and is committed to protecting personal information. This Privacy Policy explains how we collect, use, store, and disclose personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). It also describes how we work with third parties such as One Click Services to verify identity information.

## 2. What Information We Collect

We may collect the following types of personal information:

- Name, date of birth, and contact details (address, email, phone number).
- Billing and payment information.
- Government-issued identification documents (e.g. driver's licence, passport, Medicare card).
- Account login credentials.
- Service usage information (calls, SMS, data usage).
- Information provided when making a complaint, applying for financial hardship, or nominating an authorised representative.

## 3. How We Collect Information

- Directly from customers when they apply for services, make payments, or contact us.
- Through our website, online portal, and customer forms.
- Through One Click Services, which we use to verify customer identity against government records (DVS checks, Medicare, passport, driver's licence).
- From third parties where authorised or required by law.

## 4. How We Use Information

We use personal information to:

- Provide and manage mobile services.
- Verify customer identity when establishing services (using One Click Services).
- Process payments and manage billing.
- Provide customer service and respond to enquiries.
- Comply with legal and regulatory obligations.
- Investigate complaints, fraud, or unlawful activity.
- Improve our services and customer experience.

## **5. Disclosure of Information**

We may disclose personal information to:

- Telco In A Box (our wholesale provider) for the supply and management of services.
- One Click Services for ID verification and authentication.
- Financial institutions for payment processing.
- Government, regulatory authorities, or law enforcement agencies where required by law.
- The Telecommunications Industry Ombudsman (TIO) for dispute resolution.

We do not sell personal information to third parties for marketing purposes.

## **6. Storage and Security**

We take reasonable steps to secure all personal information from misuse, interference, and unauthorised access. This includes encryption, secure access controls, and staff training. Where information is stored with third-party providers such as One Click Services or Telco In A Box, we ensure they also comply with strict security standards. Information is retained only for as long as necessary to fulfil its purpose or meet legal obligations.

## **7. Overseas Disclosure**

Some personal information may be processed or stored outside Australia by our trusted third-party service providers. Where this occurs, we take steps to ensure that your information is handled in accordance with the Privacy Act 1988 and this Privacy Policy.

## **8. Access and Correction of Personal Information**

Customers have the right to request access to the personal information we hold about them and to request corrections if the information is inaccurate. Requests should be made in writing to our Privacy Officer (see contact details below). We will respond within a reasonable timeframe, generally within 30 days.

## **9. Privacy Complaints**

If you have a concern or complaint about how your personal information has been handled, you should contact us first. We will investigate and respond within 30 days. If you are not satisfied with our response, you may escalate the complaint to the Office of the Australian Information Commissioner (OAIC).

## **10. Identity Verification and One Click Services**

Cooee Mobile uses One Click Services to verify customer identity in compliance with telecommunications regulations. When you provide ID (such as a driver's licence, passport, or Medicare card), One Click Services checks the details against official government records via the Document Verification Service (DVS). We do not store full ID details ourselves; they are transmitted securely and used only for verification purposes. One Click Services is contractually required to comply with the Privacy Act 1988 and maintain strict data security standards.

## **11. Changes to This Policy**

We may update this Privacy Policy from time to time to reflect changes in law, technology, or business practices. The updated version will be published on our website with a revised effective date.

## **12. Contact Us**

For questions, access/correction requests, or privacy complaints, please contact:

Privacy Officer – Cooee Mobile

Email: [hello@cooemobile.com](mailto:hello@cooemobile.com)

Phone: [Insert Contact Number]

Postal: [Insert Postal Address]

