Privacy Policy

Last updated: 23 November 2026

SPN Co takes your privacy seriously. This policy explains how we collect, hold, use and disclose personal information, in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. We review this policy at least once a year.

1. What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether or not the information or opinion is true and whether or not it is recorded in a material form.

2. Why we collect personal information

We collect personal information so that we can provide and improve our products and services, set up and manage your account, and meet our legal obligations. If you choose not to give us the information we ask for, we may not be able to provide you with our services, or to provide them as effectively.

3. What personal information we collect

The personal information we collect may include:

- Your name, date of birth and contact details
- Physical and mailing addresses
- Bank account and credit card details
- Identification documents
- Creditworthiness and employment history, for job applicants
- Business details, for business customers
- Information about how you use our products and services
- Your feedback and opinions
- Other information you give us, directly or indirectly

We collect sensitive information (such as information about health, racial or ethnic origin, religious beliefs or biometric information) only with your consent, or where we are required or authorised by law to do so.

4. How we collect personal information

We collect personal information in a number of ways, including:

- Application and order forms
- Your dealings with our websites, apps and customer service team, including by phone, email and SMS
- Surveys, competitions and promotions
- Your use of our network and services
- Other lawful and fair means, where you have been made aware of the collection

5. How we use personal information

We use personal information to:

- Provide, manage and improve our products and services
- Communicate with you and manage our relationship with you
- Carry out marketing, research and analytics
- Comply with our legal obligations and industry standards
- Keep our network and information secure
- Deal with fraud, security or technical issues

6. How we use artificial intelligence

Our staff use artificial intelligence (AI) tools to help them do their work. This means some of the personal information described in this policy is processed by AI software supplied to us by third-party providers.

We use AI tools to help our staff:

- Read, sort and summarise customer enquiries and support requests
- Draft replies and other communications to customers
- Look up account, order and service information
- Prepare and process orders, quotes and service changes
- Keep our records accurate and up to date

When we use AI tools:

- A member of our staff remains responsible for the work. AI tools assist our people; they do not replace them.
- We use personal information with AI tools only for the purposes set out in this policy, such as handling your order, enquiry or account.
- We limit the personal information we provide to an AI tool to what is needed for the task.
- We use AI services under commercial terms that do not allow the provider to use your personal information to train its AI models.
- The same security, access and confidentiality obligations apply to our staff whether or not they are using an AI tool.

If you would like to know more about how AI was used in handling your enquiry, or you would prefer to deal with a staff member without AI assistance, please contact us using the details in section 13.

7. Automated decisions

Some decisions about your services are made by a computer program without a staff member deciding each case.

Our billing system automatically restricts or suspends a service when an account remains unpaid after we have sent payment reminders by email and SMS. To do this it uses your account and contact details, your billing and payment history, and details of the services on your account.

If your service has been restricted or suspended and you believe this is a mistake, or you are having difficulty paying, please contact us using the details in section 13 and a staff member will review it. Our Financial Hardship policy is available on our website.

Other decisions, such as whether to supply a service, whether to offer credit or a payment arrangement, whether to disconnect a service, and how to resolve a complaint or billing dispute, are made by our staff. Computer programs, including the AI tools described in section 6, may help our staff by gathering, sorting or summarising the information they consider, including your account details, service and usage information, and your communications with us.

8. Disclosure of personal information

We may disclose personal information within SPN Co and to third parties where this is needed for the purposes set out in this policy. These third parties may include:

- Our wholesale network and service suppliers, to connect, maintain and repair your services
- Service providers who help us run our business, such as billing, payment, IT, software, cloud hosting and AI providers
- Your authorised representatives
- Regulators, law enforcement agencies and dispute resolution bodies, where we are required or authorised by law

We require the service providers who handle personal information for us to protect it and to use it only for the purpose for which we provided it.

9. Overseas disclosure

Some of our service providers store or process information outside Australia, so your personal information may be stored in, or disclosed to recipients in, other countries. This includes the providers of the AI tools described in section 6.

The countries in which these recipients are likely to be located include the United States of America. Where we disclose personal information overseas, we take reasonable steps to ensure the recipient handles it in a way that is consistent with the Australian Privacy Principles.

10. Data security and management

We use physical, technical and administrative safeguards to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. These safeguards apply to the systems and AI tools our staff use, including controls over who can access them and what they can do.

We keep personal information only for as long as we need it for the purposes set out in this policy or as required by law, after which we take reasonable steps to destroy or de-identify it.

11. Your privacy rights

You may ask us to give you access to the personal information we hold about you, and to correct or update it. You may opt out of receiving direct marketing from us at any time. You may also ask us about our privacy practices. We have procedures in place for responding to these requests and will respond within a reasonable time.

12. Complaints

If you have a concern about how we have handled your personal information, please contact our Privacy Officer using the details in section 13. We will acknowledge your complaint, look into it and respond within a reasonable time.

If you are not satisfied with our response, you may contact:

- The Office of the Australian Information Commissioner: www.oaic.gov.au or 1300 363 992
- The Telecommunications Industry Ombudsman: www.tio.com.au or 1800 062 058

13. Contacting us

For privacy enquiries, or to ask for a printed copy of this policy, please contact the SPN Co Privacy Officer:

Phone: 1300 6 SPNCO (1300 677 626)
Email: support@spnco.com.au
Mail: Unit 16, 9 Elite Way, Carrum Downs VIC 3201

14. Changes to this policy

We may change this policy from time to time. The current version is always available on our website. By continuing to use our services after a change is published, you accept the updated policy.