



Gigafy Privacy Policy

Introduction:

This document outlines Gigafy's Privacy Policy and explains how we manage your personal data.

What personal information do we collect and store?

- Contact information including email, address, name, mobile phone
- Demographic information such as age and gender
- Contact preferences
- Support and fault history

How do we collect personal information and where it is stored?

- Information entered on the Gigafy website may be stored for marketing or account creation
- Information provided to Gigafy representative directly from you via email, chat, and phone
- Gigafy signup page
- Personal information is stored on cloud based servers within Australia

Reasons why Gigafy collects personal information

- To send invoices and account information
- Communication for any maintenance or outage notifications
- To organise on site fault appointments or installation of a Gigafy service
- Newsletters and other marketing communications

How does Gigafy use and disclose personal information?

- At times we may need to share your information with contractors, so that they can carry out any repairs for your service
- We do not share any personal information to overseas businesses

How can you access your personal information, or ask for a correction?

You can view and change your personal information through the Gigafy customer online account portal you may also access personal information by calling on 1300 444 239. You cannot opt out of receiving operational emails such as outages and invoices.



How to contact us or make a complaint:

For further information please contact us at support@gigafly.co or alternatively you can write to us at: Gigafly, PO Box 2573 Fortitude Valley BC. QLD 4006. While we aim to do our very best to assist with any complaints, if you are not satisfied, please lodge a complaint to the Australian Information Commissioner (www.oaic.gov.au)