

Data Protection

We will only use the personal information provided by Newtel customers for the purpose for which they provide it. Our primary goal in collecting personal information from customers is to provide them with an efficient, and customised experience to enable customers to use our telecommunications products and services.

We may require personal information for:

Purchase, set up and administration of our products and services,
Identification and protection from unauthorised access to customers personal information, accounts or services
Credit checks,
Credit management,
Advising customers of ways we can improve our products and services, and
Informing customers of new products and services.

Disclosure

We will not use customers personal information for any other purpose without the customers consent. However, for the purposes of providing our products and services to customers we may need to disclose customers personal information to:

Our out-sourced mailing provider,
Information technology consultants,
Debt collection services,
Marketing services,
Credit agencies,
Credit providers,
Our professional advisers including accountants, auditors, and lawyers,
Our telecommunication suppliers,
Our related company entities,
Where specifically required by law.

We do not reveal, disclose, sell, distribute, rent, licence, share or pass on to any third parties customers personal information (save for those listed above) without the customers consent.

Security

NewTel undertakes all reasonable steps to protect customers personal information. All the information we gather is securely stored. . We will not be responsible for events arising from the unauthorised access and use of customers personal information.

Customers current hardcopy information is securely stored on site in an electronically monitored room. Access is restricted. We are required to keep your business records for 7 years. This information is securely stored off site. Access is once again restricted.

Customers personal information that is currently stored on our computer system is protected by state of the art 'firewalls'. Our IT department administers and maintains the security of the system. We use encrypted passwords for added protection. Our employees are bound by confidentiality agreements. Access is once again restricted.

Aged Information

Where information is no longer needed for its intended purpose, we will take all reasonable steps to ensure that such information is destroyed, or where retained for the purposes of historical or trend analysis de-identified.