

Privacy Collection Statement

Mobile payments

eftpos Payments Australia Limited ABN 37 126 180 366 (eftpos) of Level 11, 45 Clarence Street, Sydney, New South Wales takes the privacy of personal information seriously. eftpos is bound by the Privacy Act 1988 (C'th).

This Privacy Collection Statement should be read with the eftpos Privacy Policy published on www.eftposaustralia.com.au. The eftpos Privacy Policy applies to the handling of personal information to process eftpos transactions from Cards or mobile devices and any refunds, disputes or chargebacks related to those transactions.

What information does eftpos collect?

In addition to information collected for payment processing, to register Cards for mobile payments through the eftpos Payment System, the personal information about you that eftpos collects, stores, uses and discloses, includes your name and contact details (including address, phone number and email address). eftpos may also collect other information about you which is not personal information for the purposes of the Privacy Act 1988 (C'th). eftpos generally treats this other information about you as confidential.

If eftpos collects personal information, it will handle that information in accordance with this privacy collection statement, its privacy policy and the Privacy Act 1988 (C'th).

Why eftpos collects personal information to register Cards for mobile payments and how eftpos may use it

eftpos collects information about you and retains it in a record to

- a) facilitate secure registration of your card for use in mobile payments through the eftpos Payment System and to allocate a payment token which replaces the use of your Card number for mobile payments once the Card is registered.

Does eftpos disclose your personal information?

To register Cards for mobile payments, eftpos will disclose your personal information and the other information referred to in this statement, on a confidential basis:

- a) to our service providers (including database hosting in Australia and support services located in Australia, United States of America and The Netherlands). We have entered into agreements with each of these entities which require compliance with the Privacy Act 1988 (C'th);

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- b) where we are required or authorised to do so by law, including in response to a lawful request by any person, organisation, government, regulatory body or enforcement agency;
- c) (e) where it is necessary in order to investigate an unlawful activity; and
- d) where it is necessary to prevent a serious and imminent threat to a person's life, health or safety, or to public health or safety.

Trans-Border Data flow

It is possible that the overseas entities which we share your personal information with may not be subject to foreign laws that provide the same level of protection of information as in Australia or may not be subject to any privacy obligations. Overseas entities may be required or compelled to disclose your personal information to a third party such as an overseas authority. You may not be able to seek redress in the overseas jurisdiction against the overseas entity. If we ask and you consent to us disclosing your personal information to an overseas entity and that overseas entity breaches the Australian Privacy Principles, we will not be accountable for that breach under the Privacy Act and you will not be able to seek redress in respect of that breach under the Privacy Act. Therefore, if we transfer or provide access to your personal information to a recipient outside Australia, we will impose, and review compliance with, obligations on that recipient to comply with the Privacy Act 1988 (C'th) and include provisions designed to give at least the same level of protection for your personal information as we provide.

Access to your personal information

You can:

- a) seek access to your personal information;
- b) request your personal information be amended, if it is inaccurate, incomplete or not up to date; or
- c) raise a complaint about eftpos' handling of your personal information, by contacting our Privacy Officer at privacy@eftposaustralia.com.au or by calling us on (02) 8270 1800 or writing to or visiting us at the above address. You will have to provide proof of your identity when requesting access to personal information. Where a complaint is raised, we will do our best to resolve that complaint as soon as possible and will, in any event, initially respond to a complaint within 5 business days of receipt of a complaint. If you are not satisfied with our response to your complaint, you can refer the matters to Office of Australia Information Commissioner at GPO Box 5218, Sydney NSW 2001 - Facsimile +61 2 9284 9666 or by following the procedure at www.oaic.gov.au.

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