

PRIVACY POLICY



At BOSS Tel, your privacy is important to us.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our services.

This policy complies with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the Telecommunications Act 1997 (Cth).



BOSS Tel

ABN: 39 684 987 031

BOSS Tel is a subsidiary of
Naya Corporation Pty Ltd.

1. Information We Collect

We may collect the following types of information:

- Personal information (e.g., name, email address, phone number, billing details, account information)
- Usage data (e.g., call logs, message usage, device information, IP address)
- Cookies and tracking technologies
- Any other information you provide to us

2. How We Use Your Information

We use your information to:

- Provide and maintain our telecommunications services
- Process transactions and send related information
- Improve our services and customer experience
- Communicate with you about updates, offers, and support
- Comply with legal obligations, including under the Telecommunications Act 1997 (Cth)

3. Information Sharing

We do not sell or rent your personal information. We may share your information with:

- Service providers who assist in our operations
- Legal authorities if required by law or in response to valid requests
- Business partners with your consent
- Overseas recipients where necessary (see Clause 11)

4. Data Security

We implement appropriate technical and organisational measures to protect your information from loss, misuse, unauthorised access, modification, or disclosure. All data transmission over the internet is secured using industry-standard encryption protocols.

5. Your Rights

You have the right to:

- Access, update, or correct your personal information
- Request deletion of your personal information (subject to legal obligations)
- Opt-out of marketing communications
- Withdraw consent at any time

To exercise your rights, please contact us using the details on page 2.

6. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new policy on our website.

7. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us:

- Tower 1 Level 8/1341 Dandenong Road
Chadstone 3148, Australia
- 1300 931 046
- contact@bosstel.com.au
- www.bosstel.com.au

8. Telecommunications Act 1997 Compliance

We are committed to complying with the Privacy Provisions of the Telecommunications Act 1997 (Cth), including:

- Collecting only information that is reasonably required for our functions or activities
- Using, disclosing, and storing personal information in accordance with the Privacy Act 1988 and the APPs
- Allowing you to access and correct your information
- Destroying or de-identifying personal information when it is no longer needed, unless required by law to retain it

9. Customer Communication and Marketing

We may send you service-related communications. You can opt-out of marketing communications at any time by:

- Clicking the "unsubscribe" link in our emails
- Logging into your account settings
- Contacting us directly

10. Overseas Disclosure

Where we disclose your personal information to overseas recipients (e.g., cloud service providers), we take reasonable steps to ensure that the recipient does not breach the APPs.

11. Retention of Information

We retain personal information only for as long as necessary to provide our services or as required by law (e.g., for legal, regulatory, or business purposes).

12. Complaints

If you believe we have breached the Australian Privacy Principles (APPs), you can:

- Contact us first so we can address your concern
- If unsatisfied, lodge a complaint with the Office of the Australian Information Commissioner (OAIC)

Website: www.oaic.gov.au
Phone: 1300 363 992

13. Governing Law

This Privacy Policy is governed by the laws of Australia, including the Privacy Act 1988 (Cth) and the Telecommunications Act 1997 (Cth).



About BOSS Tel

BOSS Tel (ABN: 39 684 987 031) is a subsidiary of Naya Corporation Pty Ltd. We are committed to protecting your privacy and handling your personal information responsibly and transparently.

Effective Date: 26 May 2025

Page 1 of 2



Page 2 of 2