

● BEFORE YOU SIGN UP

Privacy Collection Statement

A short, plain summary of the personal information we collect when you apply for or use a Pear service, why we need it, who we pass it to, and what your choices are. Our Privacy Policy has the full detail — this is the two-minute version you should read before you hand anything over.

● WHO

01 · Who is collecting your information

Pear Australia Pty Ltd (ABN 94 624 986 554) of 25 Gordonia Grove, Baulkham Hills NSW 2153 collects and holds your personal information. You can reach us on 1300 007 327, at hello@peartelco.com.au, or at peartelco.com.au. For anything about privacy specifically, contact our Privacy Officer at privacy@peartelco.com.au.

This statement applies when you enquire about a service, apply for one, or use one — whether you deal with us directly, through one of our dealers or partners, or through a business that supplies you a Pear-powered service.

● WHAT

02 · What we collect and why

We collect what we need to supply, bill and support your service:

- Identity and contact details — name, date of birth, address, email and phone numbers — so we know who you are and can reach you.
- Proof of identity, such as a driver licence or passport number, so we can verify you are who you say you are before we connect or change a service.
- Payment and, where you apply on credit, financial and credit information, so we can bill you and assess the application.
- Service and usage information — the numbers and services on your account, and call and data records — so we can provide, maintain and bill the service.
- Your dealings with us — enquiries, faults, complaints and call recordings — so we can support you and improve what we do.

- Where you use one of our AI services, information given during a call, which may include health information if the service is provided to a medical practice.

We only use it for those purposes and for related purposes you would reasonably expect — such as verifying your identity, preventing fraud, collecting an unpaid account, and telling existing customers about our other services. You can opt out of marketing at any time by emailing hello@peartelco.com.au or calling 1300 007 327.

LAW

03 · Where the law requires us to collect it

Some of what we collect is not optional for either of us.

- Identity verification. Telecommunications rules require us to verify the identity of a customer before we supply, transfer or change certain services.
- Integrated Public Number Database (IPND). The Telecommunications Act 1997 (Cth) requires us to collect your name, address, service number and other public number customer details and provide them to the operator of the IPND, which is used to produce directories and to help emergency services locate a caller. If your number is unlisted, it is flagged that way and its use is tightly controlled.
- Law enforcement and national security. The Telecommunications (Interception and Access) Act 1979 (Cth) may require us to record and disclose certain information.
- Tax and record-keeping. We must keep billing and account records for the periods set by law.

CHOICE

04 · What happens if you do not provide it

You do not have to give us your personal information — but it has consequences, and we would rather you knew them upfront. Without the information we need, we may not be able to verify your identity, assess your application, connect or keep supplying the service, bill you correctly, or help you when something goes wrong. In some cases the law does not allow us to supply the service at all.

For general enquiries — what a plan costs, for example — you can deal with us anonymously or under a pseudonym. Once the conversation is about a specific account, we have to identify you first.

● SHARING

05 · Who we usually share it with

In the ordinary course of supplying your service, we disclose personal information to:

- Carriers, wholesale suppliers and network operators whose networks carry your service.
- The operator of the IPND, and emergency service organisations for calls to 000.
- Credit reporting bodies and, if an account goes unpaid, debt collection agents — as set out in our Credit Reporting Policy.
- Payment processors and banks, to take and reconcile payments.
- IT, cloud hosting, communications and support providers who help us run our systems, and our professional advisers.
- The Telecommunications Industry Ombudsman, where a complaint has been referred to it.
- Law enforcement and government agencies, on a lawful request or where the law otherwise requires or authorises it.

We do not sell, rent or trade your personal information, and we do not pass it to other organisations for their own marketing.

● OFFSHORE

06 · Where your information is stored

Customer data is stored in Australia on secure, encrypted servers. Some of the service providers we rely on may access or process information from outside Australia while supporting those systems. Where that happens, we take reasonable steps to ensure they handle your information consistently with the Australian Privacy Principles, as APP 8 requires. Email privacy@peartelco.com.au if you would like to know which providers are involved and where they operate from.

● RIGHTS

07 · Access, correction and complaints

You can ask us for the personal information we hold about you, and ask us to correct anything that is wrong. Access is generally free, correction is always free, and we respond within 30 days. Email privacy@peartelco.com.au or call 1300 007 327. That includes the details we have provided about you to the IPND.

If you think we have mishandled your information, contact our Privacy Officer and we will investigate and give you an answer within 30 days. If you are not satisfied, you can take it to the Office of the Australian Information Commissioner at oaic.gov.au or on 1300 363 992. For complaints about your service rather than your privacy, see our Complaint Handling Policy.

Our Privacy Policy explains all of this in full — including how we secure information, how long we keep it, what we do if there is a data breach, and our position on automated decision-making. It is available on our website and we will send you a copy on request.

● TALK TO US

Not sure why we are asking for something?

Ask us before you give it to us. Call 1300 007 327 or email privacy@peartelco.com.au and we will tell you what we need it for, how long we will hold it, and who else will see it.