Privacy Policy

This is the privacy policy of Cirus Networks

Type of personal information that we collect and hold

In order for Cirus Networks to provide services to you, we will need to collect from you, and hold, some personal information about you. That information may include your name, address, telephone numbers including your mobile number, email addresses, bank account or credit card details, password details for accessing Cirus Networks services.
If you are unwilling to provide us with some details, we may not be able to supply you with the Service that you wish to acquire. It is not an option to acquire Services from Cirus Networks under a pseudonym.

How we collect and hold personal information

We collect personal information about you when you apply for a service either over the telephone, through an online process, or through completion of a form with a Cirus Networks agent or directly when you require assistance with service provisioning or fault management.
The personal information will be held in secure electronic databases. We will use reasonable endeavours to ensure that the personal information is accessible only to appropriately qualified staff.

The purpose we hold, use and disclose personal information

We will only use your personal information for the following purposes:

- verify your identity and conduct appropriate checks for credit worthiness and for fraud;
- to provide and develop the services that you require and administer and manage those services including charging, billing, obtaining payment, fault management, complaint handling and debt collection
- to communicate with you directly, via email, fax, phone, SMS and by other means of communication about service usage, service charges, events, marketing material, products and services, complaint and fault management, and other ways the service provided to you could be improved
- as required or authorised by law and as required by or in accordance with any mandatory industry code or standard registered under the Telecommunications Act 1997 and to comply with requests for information issued to Cirus Networks by agencies and courts that are entitled to obtain the information under Australian law.

The above uses may require disclosure of the personal information to third parties including service providers who provide services to us, credit reporting agencies, third parties where you have given us consent and to government, law enforcement and national security agencies and regulatory bodies where this is necessary for us to comply with our legal obligations.

If you do not wish to receive marketing material from us about Cirus Networks events, products and services, you may send an email with your full name and customer ID to us and Cirus Networks will not send to you any communications about such products and services. If you have more than one Customer ID, you must provide all of them.

You may access personal information

We will take all reasonable steps to ensure that your personal information which we collect, use or disclose is accurate, complete and up-to-date. You can also request that incorrect information about you be corrected or deleted. If you wish to access the information we hold about you, please send an email to our Customer Service Officer on info@Cirusnetworks.com.au and we will respond to you within 30 days. A handling fee may be payable so that we can obtain the information you require.

Complaints

If you have any complaints about our privacy practices or would like further information, please contact our Customer Relations Officer. Our general complaint handling policy is also applicable for complaints about privacy

Customer Relations Officer

Cirus Networks' Customer Relations Officer can be contacted in the following ways:
Mail: Customer Relations, P.O. Box 1575, or Unit 1, 94 Auburn Street, Wollongong NSW 2500
Email: info@cirusnetworks.com.au
Fax: 02 4228 2022

Updates

Cirus Networks is continuously improving and enhancing its products and services to our clients and we may update this policy from time to time. Any changes to this policy will be updated on this page on the Cirus Networks website.

we, our, us means Go Voip Pty Ltd t/a Cirus Networks ABN 34147732152.

you, your or yours means the customer whose name appears on the order.