



COMPLAINTS HANDLING

TELL US ABOUT IT! ACSESS HEALTH FEEDBACK AND COMPLAINT POLICY

Please tell us if you have any concerns or complaints about our service.

We at ACSESS HEALTH are committed to providing excellent customer service. To do that we need to know where things are going wrong, and we need you to help us.

Please tell us about any concerns, problems or complaints you may have about our products or services. We also welcome any helpful comments or compliments you may want to make about our staff or products. We take your feedback seriously, as we think it is the best way for us to identify and correct our problems, all of which will help improve our service to you.

TALK TO US FIRST

Please call us on 1300 736 785 and let one of our customer service representatives know about your problem or complaint. We will try to resolve your problem right away, and if we cannot, we will take steps to get the problem resolved as quickly as possible. We will acknowledge receipt of your written (mail/fax/email) complaint within 48 working hours. We will seek to provide a fair and reasonable resolution in a welcoming and courteous manner at the first contact. In the event we are unable to resolve your complaint at first contact, we will explain why and give you a time-frame if at all possible. We will also advise you of our follow up processes to keep you informed of the progress of your complaint.

COMPLAINTS / FEEDBACK

If you have a complaint that you would like resolved or you would like to provide us with your feedback you can:



CALL US
1300 736 785



EMAIL US
info@access.com.au



ACSESS HEALTH PTY LTD
PO BOX 819
BAYSWATER NORTH
VIC 3153

Please ensure you provide your username, account number, date of birth, contact phone number, your address and details of your complaint / feedback.

PRIVACY COMPLAINTS

Please note we do not share your information with any third parties unless it related to Law Enforcement. If you have a complaint relating to how we have collected, held, used or disclosed personal information, or you wish to know what personal information we hold about you, please address your enquiry/complaint to our Privacy Compliance Officer.

REMEMBER - WE ARE ALWAYS HAPPY TO PROVIDE YOU WITH A WRITTEN RESPONSE, ALL YOU NEED TO DO IS ASK.

If you are still unhappy with ACSESS HEALTH or if you are unhappy with our efforts to resolve your complaint or problem, then you have the right to ask to have your complaint referred to a higher level within our customer service centre. We will have one of our complaint managers review your problem and provide you with a prompt response.

IF ALL ELSE FAILS AND YOU STILL REMAIN UNHAPPY

You can also get an independent review of your complaint.

If you remain unhappy with our resolution of your complaint, you also have the right to refer the complaint to the Telecommunications Industry Ombudsman (TIO). The TIO is a free and independent alternative dispute resolution scheme for small business and residential consumers in Australia, who have a complaint about their telephone or Internet service.

TELECOMMUNICATIONS INDUSTRY OMBUDSMAN



CALL US
1800 062 058

TTY
1800 675 692

TRANSLATOR & INTERPRETER SERVICE
131 450



EMAIL US
www.tio.com.au



ACSESS HEALTH PTY LTD
PO BOX 819
BAYSWATER NORTH
VIC 3153

* Calls from mobile phones will be charged at the applicable mobile rate.

PRIVACY STATEMENT

1 OUR COMMITMENT

We are committed to preserving and respecting your privacy and complying with the Privacy Act 1988.

2 COLLECTION OF PERSONAL INFORMATION

2.1 Information we collect from you:

We collect personal information about our customers including contact information, credit card details and any other personal information required to provide internet , pay tv and or telephony services. We may also collect personal information (such as contact details) about persons who are not our customers, including former customers, persons who enter competitions and persons who provide personal information about others (for example, when referring customers to us).

2.2 Sensitive information:

We do not collect sensitive information such as your race, religion, beliefs or sexual preference except where you have consented or where we are permitted or required by law to do so.

2.3 Web site cookies:

We make use of “cookies” technology on our website. We use cookies to improve the functionality of our website, not to store any of your personal information. Cookies cannot determine the identity of individual users. It is a feature of your Internet browser which you can disable at any time, but if you disable this feature you may not be able to access all of the functionality of our website.

2.4 Calling number identification:

We also collect calling line identification (CLI) information in relation to every telephone call placed to our dial-up servers. We collect this information regardless of whether you have requested blocking of your CLI. This means that information regarding which telephone number you used to access our dial-up service is stored by us in relation to each access. CLI information is only used for fraud prevention, billing, call management and credit control. We do not use CLI information for marketing purposes.

2.4.1 As a Carriage Service Provider (CSP), we receive CLI information even if the calling number is blocked. We are restricted in how we can use this information in accordance with the Calling Number Display industry code. We are not permitted to use CLI information for purposes of data mining, behavioural monitoring, marketing or identifying and communicating with other than that CSP’s own Customer.

3 WHAT HAPPENS IF YOU CHOOSE NOT TO PROVIDE THE INFORMATION?

You do not have to give us your personal information. However, if you choose not to, we are unable to provide you with our services.

4 USE OF PERSONAL INFORMATION

We use your personal information:

- to identify you so that we can provide services
- administer our provisions of services (such as sending you bills and collecting amounts owed);
- for billing and credit control purposes;
- to improve the services we provide to you and to inform you about any improvements or changes in services;
- to market other services that we or third parties offer; and
- to comply with our legal obligations.

5 DIRECT MARKETING

We may use your information to tell you about our other ACSESS HEALTH products and services or bundle offers. We may tell you about our products and services or bundle offers via direct mail, electronic direct mail, unsolicited telemarketing calls or any other means of direct communication. Unless you tell us that you do not want to receive telemarketing calls from us, we may make telemarketing calls to your telephone numbers, even if your telephone numbers are listed on the National Do Not Call Register. We may do this during the period you are a ACSESS HEALTH customer.

You may choose to opt out of receiving direct marketing (including unsolicited telemarketing calls) from us by contacting us at www.dodo.com or by calling FREE CALL (03) 9738 1358

6 DISCLOSURE OF PERSONAL INFORMATION

Generally, we will not disclose personal information we collect about you to any third parties without your prior consent. Similarly, we will not sell any information we collect about you. However, we may disclose personal information about you (subject to confidentiality agreements where appropriate):

- to service providers who provide services to us, such as providers of billing, credit collection, help desk and support services;
- to credit reporting agencies;
- to third parties where you have given consent to the disclosure;
- to government, law enforcement and regulatory bodies where this is necessary for us
- to comply with our legal obligations; and
- to parties to whom we sell all or part of our assets or business.

7 NON IDENTIFYING INFORMATION

WE MAY COLLECT: (and provide to third parties) information about the way you browse our website or other information on the Internet. This information cannot be used to identify you or any other individual customer or visitor to our website. The information is used to collect and analyse statistics about browsing behaviour for marketing and development purposes. For example, we may use such information to make improvements to our website.

8 YOU CAN ACCESS AND CORRECT 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 access and correct some of the personal information (such as contact details) that we hold about you by securely logging in to our website.

If you wish to access the information we hold about you, please send an email to our privacy compliance officer (see contact details below) and we will respond to you within 30 days. A handling fee may be payable so that we can obtain the information you require. You can also request that incorrect information about you be corrected or deleted.

9 SECURITY

We take all reasonable steps to protect the security of the personal information that we hold. This includes appropriate measures to protect electronic materials and materials stored and generate in hard copy. You should be aware that the Internet is not a secure environment. If you use the Internet to send us information, including your email address, it is sent at your own risk.

10 UPDATING OUR PRIVACY STATEMENT

We may revise or update our privacy statement occasionally. We will inform our customers when this occurs via e-mail to their primary ACSESS HEALTH e-mail account or by noting the update in the privacy statement which will be sent by mail to your primary billing address.

11 COMPLAINTS AND FURTHER INFORMATION

If you have any complaints about our privacy practices or would like further information please contact our Privacy Compliance Officer.

12 CONTACT DETAILS FOR OUR PRIVACY COMPLIANCE OFFICER



TELEPHONE:
1300 736 785



E-MAIL:
info@acsess.com.au



POSTAL ADDRESS:
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ACCESS HEALTH PTY LTD
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