

Legal Information: Request Your Data



What sort of data can I access?

You are able to request access to data we hold regarding you and your account. This may be information that you have provided to us, or information that has been generated by our service and support team, systems and logs relating to your service.

Standard data: This includes your account holder details, such as name, address, phone number, email address and other information that appears on your bills or in the customer portal. You can request a copy of your outgoing call records which will include the number you called and how long you spoke—please note that we do not retain call recordings.

Additional data: This may include information that we hold related to you in relation to our data retention obligations, and that may be lawfully accessed by Australia's law enforcement and security agencies, subject to strict controls.

Costs

Basic data may be supplied to you at any time without any charge, or you may access it via the customer portal.

If you request access to certain types of data, we may charge a service fee to provide this information to you. This fee is non-refundable, and is charged per service. A quote to process the retrieval of the requested information will be sent to you within 15 business days of receiving your request.

If you accept the quote, you will need to pay for the service in full before we will proceed to retrieving the requested data. You can make this payment by calling us to pay via credit card. After we have received your payment, we will confirm your order and your request will be queued for processing. This may take up to 15 business days.

Requested Information	Cost (per service)
Basic customer information	No cost if accessed via Customer Portal; \$25 (GST inc.)
Outgoing call records (VoIP)	\$25 (GST inc.) for records equal or less than 12 months old; \$40 per hour (GST inc.) for records more than 12 months old
Broadband service information	\$40 per hour (GST inc.)
Customer interaction and accounts notes including faults summary (up to 24 months old)	\$40 per hour (GST inc.)

Data Delivery

Your data will be delivered electronically. You may request to receive your data by printed post. This will incur an addition charge of \$2.20, plus \$0.50 per page.

How to apply

You must be the named Account Holder for the account and service. You can apply by filling in and returning the accompanying form to: support@swoopbroadband.com.au or by posting to:

Swoop Broadband
1a/155 Queen Street
Warragul VIC 3820

Application Form: Request Your Data



If you are the Account Holder of the account and service/s listed, and you wish to request data we hold in relation to your account, you can use this form. Your ownership of the account will be verified before we process this request.

Much of your account information can be accessed by you at any time via our Customer Portal, or you may be able to find the information you need on your bills. Please check before you submit this form.

Your details

Full Name: _____

Date of birth: _____ Your contact number: _____

Email address: _____

Customer number: _____

Please supply data by email or printed post (surcharge applies)

Requested data (please only select what you need; charges may apply)

A non-refundable fee may apply to access this data and applies per service. You will receive a quote for the data retrieval service, and this must be paid in full before your order is processed.

Standard data request

- | | |
|---|--|
| <input type="checkbox"/> Basic customer information | <input type="checkbox"/> Broadband service information |
| <input type="checkbox"/> Outgoing call details | <input type="checkbox"/> Customer interaction and accounts notes /faults summary |

Additional data request

Please provide details of the data you are requesting: _____

Date range from: _____ to: _____

Service Details

Please list the address or phone number/s of the service/s for which you are requesting this data. Do NOT list any services that are not in your ownership.

VoIP service/s:

Broadband service/s:

Declaration: I am the Account Holder of the account and service/s listed. I understand that there will be a non-refundable fee to access some types of data.

Signed: _____

Date: _____