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Privacy Policy

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At LocalPref, we are committed to safeguarding your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, disclose, store, and protect your data in compliance with applicable privacy laws.

Scope of this policy

This Privacy Policy applies to all personal information collected through our interactions with you, including via our websites, applications, platforms, social media channels, phone communications, and emails.

Definition of personal information

'Personal information' refers to data about an individual who is identified or can be reasonably identified from that information, as defined by applicable privacy laws, including the Privacy Act 1988 (Cth).

Types of information we collect

The personal information we gather depends on our relationship with you and the services you use. This may include:

For service subscribers: details necessary to verify your identity and establish your account, such as your name, date of birth, email address, proof of identity, billing or mailing address, payment information (e.g., credit/debit card details or bank account information), order history, and phone number.

Telecommunications information

In line with the Telecommunications Act 1997 (Cth), we may collect 'Telecommunications Data' related to the services you acquire from us. This can include:

- the service identifiers associated with your account, such as phone numbers and network addresses (including IP addresses) assigned to your service
- connection records, such as the dates, times, and durations of sessions on your service
- usage information, such as data volumes uploaded and downloaded

Use of personal information

We use your personal information to:

- provide and manage our services
- process transactions and handle billing
- enhance and personalise your experience with our offerings
- communicate important updates, promotions, or changes to our services
- ensure compliance with legal and regulatory obligations

Disclosure of personal information

We may share your personal information with:

- service providers and partners assisting in delivering our services
- regulatory bodies or legal entities when required by law
- other third parties with your consent or as necessary to provide our services

Data security

We implement robust security measures to protect your personal information from unauthorised access, alteration, disclosure, or destruction.

Access and correction

You have the right to access and correct your personal information held by us. To do so, please contact our Privacy Officer at privacy@localpref.com.au.

Policy updates

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. The latest version will always be available on our website.

Contact us

For any questions or concerns regarding this Privacy Policy or our data handling practices, please reach out to our Privacy Officer at privacy@localpref.com.au.