

Privacy Policy

Rules for the collection, use, disclosure, storage and protection of personal information by GTE.

Legal entity	Green Triangle Electronics Pty Ltd
ABN	43 008 187 497
Effective date	1st July 2026
Applies to	Eligible current and former customers of telecommunications products supplied by GTE
Contact	(08) 8724 2222 policies@gte.com.au gte.com.au

1. Overview and scope

This Privacy Policy explains how Green Triangle Electronics Pty Ltd (GTE), collects, holds, uses, discloses, secures and otherwise manages personal information. It also explains how individuals may access or correct their information, make a privacy enquiry or lodge a complaint.

GTE is committed to handling personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), applicable telecommunications privacy and confidentiality requirements, the Spam Act 2003 (Cth), the Notifiable Data Breaches scheme and other laws, codes and contractual requirements that apply to our activities.

This policy applies to personal information collected through GTE's dealings with customers, end users, website visitors, prospective customers, suppliers, contractors, job applicants, visitors to our premises and other individuals. It applies to interactions by telephone, email, online forms, websites, support systems, service platforms, onsite work, retail transactions and other communications.

This policy applies to information about individuals. It does not apply to information about a company or other legal entity where the information does not identify an individual. However, business records often contain personal information about directors, owners, employees, contractors and authorised contacts, and this policy applies to that information.

2. About GTE

Green Triangle Electronics Pty Ltd (ABN 43 008 187 497) provides information technology, managed services, cybersecurity, cloud, backup, telecommunications, hardware, software, office technology, installation, support and related products and services. GTE primarily supplies businesses, government bodies, not-for-profit organisations and other organisational customers.

Some services are delivered using third-party platforms, distributors, wholesalers, carriers, network operators and cloud providers. Depending on the service, GTE may act as the contracting service provider, reseller, account manager, implementation provider, support provider, managed service provider or authorised agent for a customer.

3. What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or recorded in a material form. Examples include a person's name, contact details, identity documents, account details, online identifiers, service usage information and employment information.

Sensitive information is a category of personal information that includes information about health, racial or ethnic origin, political opinions, religious beliefs, trade union membership, sexual orientation, criminal record and certain biometric information. GTE only collects sensitive information where reasonably necessary, permitted by law and, where required, with consent.

4. Personal information we collect and hold

The information GTE collects depends on the relationship, transaction and service involved. We may collect and hold the following categories of personal information.

4.1 Customer, account and contact information

- name, job title, employer, business unit and authority or role in relation to a customer account;
- business and personal contact details, including email address, telephone number, postal address and service address;
- account usernames, customer numbers, authorised-contact details, communication preferences and support history;
- identity and authority information needed to verify an order, port a service, activate a SIM or eSIM, access an account, approve a change or protect against fraud;
- quotations, orders, contracts, product registrations, licensing information and records of products and services acquired;

- billing, payment and transaction information, including bank account or payment-card information processed through GTE or its payment providers; and complaints, feedback, enquiries, service requests and correspondence.

4.2 Telecommunications and service information

Where GTE supplies, supports or administers telecommunications services, we may collect information needed to order, activate, provision, support, bill, secure and manage those services. Depending on the service, this may include:

- service numbers, telephone numbers, SIM and eSIM identifiers, service addresses, account identifiers and porting details;
- network, connection, device and diagnostic information such as IP addresses, modem or router details, device identifiers, timestamps, session information, fault records, usage records and network-performance information;
- information supplied to or received from wholesale providers, carriers, network operators, number-database operators, NBN Co and other upstream suppliers;
- records needed to investigate faults, outages, suspected fraud, misuse, security incidents or unauthorised access; and
- information required to comply with lawful requests, emergency-service requirements and telecommunications record-keeping obligations.

Information obtained in the course of supplying telecommunications services may also be protected by Part 13 of the Telecommunications Act 1997 (Cth) and related laws. GTE will only use or disclose that information where permitted or required by law, authorised by the affected person, or reasonably necessary to perform duties connected with supplying the service.

4.3 Managed services, technical support and customer-controlled data

When delivering managed IT, cloud, backup, cybersecurity, support, installation or professional services, GTE may access or process personal information held in a customer's systems. This may include user account details, device information, logs, email metadata, files, backup data, security alerts, configuration information, support-session records and other customer-controlled information. GTE accesses and processes customer-controlled information only to the extent reasonably required to provide, secure, support, monitor, troubleshoot, maintain, migrate, restore or improve the agreed services; comply with lawful instructions; or protect GTE, the customer and users from security threats, fraud or service misuse.

The customer is responsible for ensuring it has the necessary notices, consents, authorities and legal basis for GTE and relevant service providers to process information on its behalf. Depending on the circumstances, both GTE and the customer may have separate obligations under privacy law.

4.4 Website, online and technical information

When a person visits a GTE website, uses an online form, opens an electronic communication or interacts with an online service, GTE or its service providers may collect technical and usage information such as:

- IP address, browser type, operating system, device type and general location information;
- pages viewed, links selected, referring and exit pages, date and time, session duration and website errors;
- information entered into online forms, chat, support portals or customer portals; and
- cookie, analytics, advertising or similar identifiers, where enabled.

4.5 Premises, calls and service interactions

- CCTV images and visitor information when a person attends GTE premises;
- notes of telephone conversations, meetings, onsite visits and support interactions;
- remote-support session information and audit logs; and
- photographs, video, asset information or site details reasonably required for installation, repair, security, safety, insurance or incident management.

Where GTE records a call or meeting, we will provide notice where required or reasonably practicable.

4.6 Credit, trade account and payment information

For business account or trade-credit applications, GTE may collect information about the applicant business and individuals associated with it, including directors, owners, guarantors, authorised officers and trade referees. We may obtain commercial credit information from credit-information services, public registers, trade referees or other lawful sources and use it to assess creditworthiness, set account limits, manage payment risk, collect debts and prevent fraud.

Commercial credit information about individuals is handled in accordance with the APPs. GTE does not generally provide consumer credit. If GTE handles regulated consumer credit information in circumstances covered by Part IIIA of the Privacy Act, GTE will comply with the applicable requirements and credit reporting code.

4.7 Employment, contracting and supplier information

- job applications, resumes, qualifications, references, interview notes and right-to-work information;
- background-check information where lawful and relevant to the role;
- payroll, superannuation, taxation, emergency-contact and employment records for workers;
- supplier, contractor and distributor contacts, account details, compliance information and performance records; and
- work health and safety, injury, incident, insurance and return-to-work information where relevant.

4.8 Sensitive information and government identifiers

GTE may collect limited sensitive information where reasonably necessary, such as health information relating to an injury, accessibility requirement or workplace matter; criminal-history information for an authorised screening process; or biometric information where a specific service uses it and collection is permitted. We will obtain consent where required, unless another legal basis applies.

GTE may collect government-related identifiers, such as tax file numbers for employment purposes or identity-document details for regulated service activation. We do not use a government identifier as our own identifier unless permitted by law.

5. How we collect personal information

GTE usually collects personal information directly from the individual or from the business or organisation the individual represents.

We may collect information when a person:

- requests information, a quotation, an account, a product or a service;
- signs or accepts an agreement, order, application or authorisation;
- contacts sales, service, accounts, support or another GTE team;
- uses a GTE-supplied service, device, network, portal, website or support channel;
- attends GTE premises or a customer site;
- participates in an event, promotion, survey or marketing activity; or
- applies to work with or supply goods or services to GTE.

We may also collect personal information from a customer, employer, authorised representative, upstream provider, carrier, distributor, vendor, credit-information service, payment provider, recruiter, referee, public register, social media service, publicly available source, law-enforcement agency or other person where collection is lawful and reasonably necessary.

If a person gives GTE personal information about another individual, the person should have authority to do so and, where appropriate, make the other individual aware of this policy.

6. Anonymity and pseudonyms

A person may deal with GTE anonymously or by using a pseudonym where it is lawful and practicable. This may be suitable for a general enquiry. GTE may need a person's identity and accurate details to provide services, verify authority, process payment, investigate a fault, meet regulatory obligations, protect an account or respond to a complaint. If required information is not provided, GTE may be unable to provide the requested product, service or assistance.

7. Cookies, analytics and online tracking

GTE websites and online services may use cookies, server logs, pixels, tags, analytics tools and similar technologies to operate the site, maintain security, remember preferences, understand website use, measure communication effectiveness and improve products and services.

A browser may allow cookies to be blocked or deleted. Some website functions may not operate correctly if cookies are disabled. Third-party websites and services linked from a GTE website are governed by their own privacy practices, and GTE is not responsible for how those third parties handle information.

Where advertising or analytics tools are enabled, a person may also be able to manage preferences through the relevant provider or browser settings. GTE will provide additional cookie or consent information where required by applicable law or the technology used.

8. How we use personal information

- GTE may use personal information for the purpose for which it was collected and for related purposes that an individual would reasonably expect, or as otherwise permitted or required by law. These purposes include:
- providing quotations, products, services, licensing, installation, support, maintenance, managed services and professional services;
- verifying identity, authority and account access;
- ordering, activating, provisioning, porting, configuring, monitoring, supporting, billing, suspending or terminating services;
- administering customer accounts, payments, credit limits, renewals, warranties, returns and debt recovery;
- communicating about service changes, faults, outages, incidents, invoices, appointments, renewals and operational matters;
- monitoring service quality, performance, capacity, usage, reliability and security;
- detecting, preventing and investigating fraud, scams, misuse, cyber threats, unauthorised access and other harmful activity;
- maintaining records, auditing systems, improving processes, training staff and developing or improving products and services;
- meeting legal, regulatory, industry-code, taxation, insurance, safety, emergency-service and law-enforcement obligations;
- managing recruitment, employment, contractors, suppliers and business relationships;
- handling enquiries, complaints, disputes, insurance claims and legal matters; and
- conducting permitted marketing, customer research and business development.

9. Direct marketing

GTE may use contact information to send business-related marketing about products, services, events, promotions, renewals or updates that may be relevant to the recipient, where permitted by the Privacy Act, the Spam Act and other applicable laws. Marketing communications will identify GTE or the sender and provide a way to unsubscribe. A person may opt out at any time by using the unsubscribe facility in the communication or contacting GTE. GTE will action opt-out requests within a reasonable period and without charge.

An opt-out from marketing does not prevent GTE from sending service, security, billing, support, legal, outage or other operational communications that are reasonably necessary for an existing relationship or service.

10. Disclosure of personal information

- GTE may disclose personal information where reasonably necessary for the purposes described in this policy, including to:
- GTE directors, employees, contractors and professional advisers who need the information to perform their duties;
- the customer or organisation the individual represents and its authorised contacts;
- wholesale telecommunications providers, carriers, network operators, NBN Co, number-porting or number-database providers and related service partners;
- technology vendors, software publishers, distributors, licensing providers, cloud providers, data-centre operators, backup providers, cybersecurity providers and managed-service platforms;
- payment processors, banks, insurers, finance providers, credit-information services, debt-collection providers and trade referees;
- couriers, installers, repairers, manufacturers, warranty providers and other fulfilment providers;
- auditors, accountants, lawyers, consultants and other advisers;
- government bodies, regulators, emergency services, law-enforcement agencies, courts or tribunals where authorised or required by law;
- a purchaser, investor, financier or adviser involved in a proposed or actual sale, restructure or transfer of all or part of GTE's business or assets, subject to appropriate confidentiality arrangements; and
- any other person with the individual's consent or as otherwise permitted or required by law.

GTE does not sell personal information to advertisers or data brokers.

11. Overseas disclosure and cloud services

GTE uses cloud, software, cybersecurity, telecommunications, licensing, backup and support providers that may store personal information overseas or permit personnel outside Australia to access it. The locations vary by product, customer configuration, service region and provider.

Countries in which recipients or support personnel are likely to be located may include the United States, New Zealand, Singapore, India, the Philippines, the United Kingdom and countries in the European Economic Area. Other countries may apply where a customer selects a particular platform, support arrangement or service region.

Before disclosing personal information overseas, GTE will take reasonable steps required by applicable law to ensure the recipient handles the information consistently with the APPs, unless an exception applies. This may include contractual protections, security reviews, access controls, provider due diligence and selecting an appropriate service region where available.

A customer agreement or service schedule may contain additional information about data location, subprocessors, support access or service-specific privacy arrangements.

12. Security of personal information

GTE takes reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. The controls used depend on the sensitivity of the information, the system involved and the risks presented. They may include:

- physical security and controlled access to premises and records;
- identity and access controls, least-privilege access and multi-factor authentication;
- network security, endpoint security, monitoring, logging, vulnerability management and security testing;
- encryption or other protective measures in transit and at rest where appropriate;
- backup, recovery and business-continuity controls;
- staff confidentiality obligations, training, policies and disciplinary processes;
- supplier due diligence, contractual protections and access restrictions; and
- secure retention, deletion, destruction or de-identification processes.

No system, transmission or storage method is completely secure. GTE does not guarantee that a security incident will never occur, but we will respond to suspected incidents in accordance with our legal obligations and incident-response processes.

13. Data breaches

If GTE becomes aware of a suspected loss of, unauthorised access to or unauthorised disclosure of personal information, we will assess and respond to the incident. Where the Notifiable Data Breaches scheme applies and the incident is likely to result in serious harm, GTE will notify affected individuals and the Office of the Australian Information Commissioner as required by law.

Customers and users should promptly notify GTE of suspected compromised credentials, unauthorised account access, lost devices, misdirected communications or any other event that may involve personal information or service security.

14. Retention, deletion and de-identification

GTE retains personal information for as long as reasonably necessary for the purpose for which it was collected, to provide and support services, maintain business and technical records, resolve disputes, enforce agreements, meet insurance and audit requirements, and comply with legal, taxation, telecommunications, employment, safety and regulatory obligations.

Retention periods vary according to the type of information and the service involved. Backup systems may retain copies for a period after information is removed from an active system. When personal information is no longer required and GTE is not legally required to retain it, GTE will take reasonable steps to destroy it securely or de-identify it.

Where GTE processes customer-controlled data under a service agreement, retention, return, deletion and offboarding arrangements may also be governed by that agreement and the capabilities of the relevant platform.

15. Accessing and correcting personal information

An individual may request access to personal information GTE holds about them and may ask GTE to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. Requests should be made using the contact details in section 17.

GTE may need to verify identity and authority before providing access or making a correction. We will respond within a reasonable period. Access may be refused or limited where permitted by law, including where providing access would unreasonably affect another person's privacy, reveal commercially sensitive information, prejudice an investigation or legal proceeding, or otherwise fall within a legal exception. If access or correction is refused, GTE will generally provide written reasons and available complaint options.

GTE will not charge for making an access or correction request. A reasonable charge may apply to giving access where permitted by law, but GTE will advise the requester before incurring the charge.

16. Privacy complaints

A person who has a concern or complaint about GTE's handling of personal information should contact the Privacy Officer and provide enough detail for GTE to understand and investigate the issue. GTE will acknowledge the complaint, investigate it fairly and aim to provide a response within 30 days, unless the matter is complex or a different period is required by law. If more time is needed, GTE will explain the delay and provide an updated timeframe.

If the person is not satisfied with GTE's response, they may contact the Office of the Australian Information Commissioner at www.oaic.gov.au. Where the complaint concerns the supply of telecommunications services, the person may also be entitled to contact the Telecommunications Industry Ombudsman at www.tio.com.au.

17. How to contact us

Green Triangle Electronics

169-171 Commercial Street West

Mount Gambier, S.A 5290

Postal address: P.O. Box 2548

Telephone: 08 87242222

Email: policies@gte.com.au

Website: <https://www.gte.com.au>

18. Changes to this policy

GTE may update this Privacy Policy from time to time. The current version will be published on GTE's website or otherwise made available on request. This Privacy Policy was last updated in July 2026.