

Tangerine Telecom Customer Terms

Part G – Modems and Hardware

1 Application

This Service Schedule applies in addition to the General Terms when we supply you with hardware products, such as modems, WiFi extenders, WiFi nest or mesh devices or mobile broadband devices (**Hardware**).

2 Information provided to and collected by Hardware manufacturers

- (a) We may provide information about you to the relevant Hardware manufacturer, its Related Bodies Corporate, or its authorised distributor or reseller:
 - (i) to facilitate the provision of a Service to you via the Hardware;
 - (ii) to facilitate the provision of the Hardware to you, including for the purposes of delivery of the Hardware, to assist you with any installation, support or operational enquiries related to the Hardware, or in connection with any warranty claim that may be available to you from the Hardware manufacturer;
 - (iii) to enable the Hardware manufacturer to carry out its role and responsibilities or exercise its rights in connection with the supply of the Hardware to you;
 - (iv) as otherwise specified in our privacy policy; or
 - (v) as otherwise required or permitted by law.
- (b) You consent to allow us to disclose your data and personal information to the Hardware manufacturer, its Related Bodies Corporate, and/or its authorised distributor or reseller for the purposes set out in clause 2(a), including information relating to your affairs or personal particulars (including any listed or unlisted telephone number, address and account history) and Telco Services supplied to you via the Hardware.
- (c) Where you sign up for an account or service directly with the Hardware manufacturer for use in conjunction with the Hardware, you may be required to provide your personal information directly to the Hardware manufacturer.
- (d) You understand and consent to the Hardware manufacturer automatically collecting certain information via the Hardware related to your use and management of the Hardware and receipt of Telco Services through the Hardware, including but not limited to:
 - (i) information you enter or settings you apply to, or in connection with, the Hardware, such as app settings, network settings or network profile information;
 - (ii) performance statistics, including network speeds, network service provider details, and operational device information (e.g. device health, temperature, memory or CPU usage);
 - (iii) network connection and bandwidth usage statistics (e.g. volume of data transferred and protocol of packets);
 - (iv) other general network usage information, including MAC/IP addresses for the Hardware and connected devices, device hostnames, firmware data, wifi channel usage information, types of connected devices, the association of devices with a specific network profile, and wifi signals from other wifi systems in the area;
 - (v) serial numbers, model numbers, WLAN identifiers or other information used to identify your individual items of Hardware or the networks that they are connection to; and
 - (vi) information about access to your Hardware from your personal device, including through any Hardware manufacturer app used to access, manage or

control the Hardware (e.g. your personal device's unique device ID number and manufacturer, MAC address, hostname, IP addresses, app engagement information, and app crash data, including personal device model software version and device carrier).

- (e) We or our Hardware manufacturers may also use third-party benchmarking companies to collect any of the types of product information described in clause 2(d) for the purposes of performing speed and other tests that measure the performance of any Network used to provide Services to you via the Hardware.
- (f) If the product information described in clause 2(d) is not collected, it may not be possible to resolve technical problems remotely should you require assistance. Also, the Hardware may not be able to function as intended. If you do not want information collected about your use or management of the Hardware, the relevant Hardware is not suitable for you and you should not purchase or use the relevant Hardware.
- (g) Any personal information that you provide directly to the Hardware manufacturer, or which is collected, processed or stored by the Hardware manufacturer via the Hardware, is subject to the Hardware manufacturer's privacy policy and the individual product specifications available on the Hardware manufacturer's website. These may be updated by the Hardware manufacturer from time to time.
- (h) You acknowledge and agree that the Hardware manufacturer may disclose information that it has collected from or about you (including as described in clauses 2(c) and (d)) to us for purposes related to our provision of the Hardware and related Telco Services delivered via that Hardware to you, including to:
 - (i) enable us to provide you with customer support in connection with the Hardware;
 - (ii) facilitate and improve our delivery of Telco Services to you via the Hardware; and
 - (iii) for provisioning, billing and account management purposes in connection with the Hardware.

3 Use of Hardware for personal and internal business purposes

- (a) You understand and agree that you may only use the Hardware for personal use and/or internal business purposes.
- (b) If you use the Hardware for internal business purposes, then you agree:
 - (i) to supply a copy of this Service Schedule to any user that connects to the Hardware, including via a network created by that Hardware device (**Hardware Network**);
 - (ii) to use any data or personal information of any user that connects to the Hardware or Hardware Network only for the purposes of administering the network and/or Hardware, and to support network access for your users, and not for any other purpose;
 - (iii) that if you receive a request from a user that has connected to the Hardware or Hardware Network to access, correct, delete, or otherwise exercise a legal right with regard to the user's personal information, you will promptly relay that information to privacyofficer@tangerinetelecom.com.au; and
 - (iv) if requested by Tangerine, you will provide reasonable assistance to help us respond to any requests from users of your Hardware or Hardware Network received directly by Tangerine, or via the channel outlined in clause 3(b)(iii).

Any of your personal information that we receive from the Hardware manufacturer is handled in accordance with our [Privacy Policy](#) and applicable privacy laws.