# Telstra

**You should read this guide if:**

* You are concerned about data that can directly or indirectly identify you.
* You would like to know how Telstra is utilising your data.
* You would like to know how you can access, download or modify your Telstra data

**What data does Telstra collect about me if I use their Mobile services?**

Telstra can collect a range of information about you depending on how you use Telstra’s products and services. For instance, it will most likely collect basic information such as your name, date of birth, contact details (including address, email id, phone numbers), occupation, driver’s licence number, Telstra PIN, username or password and financial information (such as credit card or bank account numbers).

The company may also collect additional information including:

* Your billing and credit information, which relates to your financial relationship with them (such as your payment history, your credit history, and your service history);
* Information about your products and services (including device-specific information such as your hardware model, operating system version, unique device identifiers, device status, serial numbers, settings, configuration and software and mobile network information);
* Information about how you use your products and services (such as your network usage, including time and duration of your communications, the operation of equipment, and services and applications you use on their networks);
* Technical information about your products and services (such as details about their network performance, including information about how you use their networks);
* How you use their internet services, such as information about websites visited;
* Your location when you are using their products and services;
* Information that allows the company to identify you for verification purposes including biometric information like your fingerprints and voice patterns;
* The company may also collect sensitive information including information about your race, ethnic origin, political opinions, health, religious or philosophical beliefs and criminal history.

**How does Telstra collect my data?**

There are 3 ways that the company can collect information about you:

**1.** You give the company information directly or indirectly when you or your representatives interact with either the company or one of their partners. This might happen when you’re setting up an account with them or using one of their products or services.

**2.** The company collects your information when you use their networks, products and services, including when you call their customer service centres, or access their online services.

**3.** The company can also obtain your information from outside sources, such as credit reports, marketing mailing lists, public information (including public posts to social networking sites) and commercially available geographic and demographic information. This can also include information gained from their partners or other third-party services.

**Why is Telstra collecting this data?**

The company claims to collect data in order to:

* Communicate with you in order to provide you with their products and services;
* Manage the products and services provided to you, maintain and update their records, and other administration purposes;
* Verify your identity to detect, prevent and address fraud, and for security or technical reasons;
* Further develop and analyse their products and services, including the operation, maintenance, testing and upgradation of their systems and infrastructure;
* Send you marketing and promotional material;
* Comply with their legal obligations.

**Where can I access and download the data that Telstra has collected about me?**

The company provides individual account holder access to basic customer account information (such as your name, address, telephone number, e-mail address, IMEI/IMSI number and – if they have it – your handset model) and other information that can be found on your Telstra bill, such as who you’ve called, and how long you spoke for. You can also access additional information, like the location of the cell tower that an outgoing call connected to when you made the call.

You can access and amend certain parts of your personal information by logging on to your MyAccount page (through **my.telstra.com.au/myaccount/home** on your web browser). You can also request access to your data by filling in an online form at **say.telstra.com.au/customer/ general/forms/customer-data-access**. Here, you need to be specific about your information request.

Please note that while access to basic information is free, Telstra charges an administrative fee for you to access your other information. There is no charge when you submit a request to amend your information.

**Why should I access or download my Telstra data?**

We recommend on checking your personal information with Telstra so that you know that your data is up-to-date. After going through your data, you may choose to alter or limit the amount of non-essential information you provide to the company.

**What happens to my personal information and other data after I stop using my Telstra number?**

Some of your data is stored with Telstra even after you stop using their services.

**Can I ask Telstra to delete my data?**

You can ask Telstra to delete some information but they are required by law to retain some data for a certain period of time.

**Does Telstra share my data when I move my number to another mobile operator?**

Telstra may be required to share some data with other operators in line with the Mobile Number Portability Code.

**Is this all the data that Telstra has on me?**

When you access your information from Telstra, you have access to the personal information and a range of information about the services you use. Telstra will not provide you with information they may hold about you that relates to marketing activities.

**Can I do anything else to protect my data?**

* Pay attention when Telstra talks about privacy and data. Consider if their corporate ethics align with your personal beliefs.
* Become familiar with Telstra’s privacy settings.
* Conduct an annual privacy check on your account.

**Please note:** This guide was based on the relevant privacy policy and supporting information available on March 15, 2019. Policies and practices may have changed in the meantime.