# Vodafone

**You should read this guide if:**

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

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

Generally, Vodafone collects personal information (data that is or can be used to identify you), such as your name, address, date of birth, occupation, interests, location, contact details, payment details, financial information, information to prove your identity, credit worthiness, browsing history, details about your Vodafone account, any survey information, and any details needed to deliver their products and services or to answer your questions.

Other information that Vodafone collects relates to how and where you purchased and use their products and services, such as keeping track of your call and messages history, the date, time and length of calls, messages and your Internet browsing, and also your general location at the time. The company may also collect other sensitive information, which relates to your health, race, ethnic origin or religious beliefs.

**How does Vodafone collect my data?**

Vodafone collects all kinds of personal information through:

* Details filled in your account application forms or service enquiry forms.
* Information provided when you buy their products or services (offline and online).
* Subscription to newsletters, alerts or other services, or taking part in competitions, prize draws, or surveys related to the company.
* The use of cookies and other techniques such as web beacons. The company may also record your IP address when you visit their website, online store, Facebook page and other pages that they own and manage. They also monitor your visits on external websites and online searches while using your Vodafone device or when you visit external pages through their portals like MyVodafone.
* The calls made to Vodafone or usage of their paging and messaging service.
* Using your device and resulting contact between your device and the Vodafone network.
* Collecting your personal information from other sources such as sister companies in the Vodafone group, credit-reporting agencies, law enforcement agencies and other government entities, entities that provide services to Vodafone and publicly available sources of information, like market research providers.

**Why is Vodafone collecting this data?**

Vodafone claims to collect this data in order to:

* Provide you with their products and services and manage your account.
* Verify your identity, carry out credit checks, credit reporting, and for crime and fraud prevention purposes.
* Dealing with questions, complaints and other customer care activities.
* Carry out market analysis and research for development of their products and services, and for other reasons.
* Sending you advertising and direct marketing communications, including contacting you about their products and services, those offered under other brands that their group owns and other companies’ products and services.
* Identify your location so they can send you emergency alerts.
* Protect their network and manage data use, volume of calls, TXTs and other uses of their network.
* Train their staff.
* Deal with unwelcome calls, number portability issues and for other legal reasons.

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

Accessing your information from Vodafone is a bit tedious. You will need to follow these steps in order to request your information from the company:

**1.** Download a copy of a **Request for Access to Personal Information** Form from **vodafone.com.au/doc/ personal-information-request.pdf**. This form can also be used to amend your personal information.

**2.** You will need to fill in all the sections of this form which includes your **Identification Information**, such as first name and surname, date of birth and your contact details. Here, it gets a little tricky since you will also need to describe the data that you are requesting.

**3.** After this form has been filled in, you can either fax this form to **1300 437 274**, or send a copy via email to **privacy@vodafone.com.au**, or mail a physical copy of this form to: Privacy Coordinator, PO Box 2580, Kingston Delivery Centre, Kingston, TAS 7050.

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

We recommend on checking your personal information with Vodafone 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 Vodafone number?**

Your data may be kept by Vodafone after you stop using their services.

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

Vodafone can delete some data on request but they are required by law to keep most data for a period of time. Once the data is not needed, it is deleted from their systems.

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

A range of information shared with other phone carriers (like your account number and date of birth) but this is done in accordance with the Mobile Number Portability Code.

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

Unlike Telstra, Vodafone only provides you with access to your personal information, like your name and address. They do not provide you with detailed information about how you use their services.

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

* Pay attention when Vodafone talks about privacy and data. Consider if their corporate ethics align with your personal beliefs.
* Become familiar with Vodafone’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.