Request for Access to Personal Information

This form is to be used by individuals requesting access to their own personal information held by Vodafone Hutchison Australia Pty Limited. Vodafone Australia Limited, Vodafone Pty Limited and Vodafone Network Pty Limited ('Vodafone'). The information Vodafone may retain about you may consist of the notes relating to your billing account, notes taken from conversations you have had with Vodafone representatives, barring/unbarring activity, price plan requests and collection activity.

This form is not to be used for requesting information which can be obtained via My Vodafone on the Vodafone website www.vodafone.com.au, such as copies of your bills or recharge information. For your information, you can download and print from My Vodafone the last 24 bills you have received (for postpaid customers) and the usage charge records for the preceding 60 days (for prepaid customers).

For existing customers - In many instances, our staff will be able to provide you with access to personal information such as Proof of Purchase and Network Service Agreements (contracts) without the need to complete this form. These requests should be directed to the Vodafone Customer Care Team by calling 1555 (from a Vodafone mobile) or 1300 650 410.

Please complete the identification box below to enable us to confirm that we are providing the requested information to the registered account holder and provide specific information you are after. Your request cannot proceed until all sections are completed satisfactorily.

When completed either **fax** this form to **1300 437 274** or **mail** to:

Privacy Coordinator
PO Box 2580
Kingston Delivery Centre
Kingston TAS 7050

We aim to complete your request as quickly as possible. We may get in touch to verify the account holder's account PIN before proceeding with the request.

Charges may apply for responding to privacy information requests, but we will not charge a fee for lodging a request for access. We will contact the registered account holder to discuss the charges that apply.

IDENTIFICATION INFORMATION	
First name	
Surname	
Vodafone Mobile Number or Billing Account Number	
Date of Birth	
Daytime Contact Number	

ACCESS REQUEST	
Describe the information being requested	
Date range	**From:**
	To:
Comments to assist with the search	
In some cases Vodafone may retain prepaid usage charge records older than those available at www.vodafone.com.au . If you are seeking prepaid call records not found by logging into your Vodafone account please tick this box ☐	
Postal address / email address to send information	
Would you like correction of this information?	
Comments to assist with the correction	

DECLARATION & AUTHORITY

I acknowledge:

- that I am the individual referred to in this Request for Access and that all the information I have provided is true, complete and correct and has been provided to Vodafone to enable it to respond to my request;
- that the personal information collected in response to my request may be provided to me in any form Vodafone considers appropriate;
- Vodafone may be unable to provide the information I have requested because it is no longer held on record;
- that all or part of my request may be denied (as permitted by law); and
- that depending on the type of personal information, Vodafone may pass the cost of collating the information to me ie for archive retrieval, and that provision of the information requested is conditional upon the cost of access being first paid by me.

Signature **Date**