



## Request for Access to Personal Information

This form is to be used by individuals requesting access to their own personal information held by TPG Telecom Limited and each of the brands and subsidiaries listed in the Privacy Policy (**TPG Group**).

The information TPG Group may retain about you may consist of basic customer information, notes relating to your billing account, notes taken from conversations you have had with our representatives, barring/unbarring activity, price plan requests and collection activity.

For your information, you can access and download selected personal information, for example bills and usage information, via your applicable self-service option at no cost.

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 details of the specific information you are after.

**Your request cannot proceed until all sections are completed satisfactorily and the form is signed.**

When completed either **emailed** to [privacy@tpgtelecom.com.au](mailto:privacy@tpgtelecom.com.au) or **mail** to:

**Privacy Coordinator  
TPG Telecom Limited  
PO Box 1113  
North Sydney NSW 2060**

We aim to complete your request as quickly as possible, please allow up to 30 days. We may get in touch to verify the account holder's identity 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, and you can then decide whether to proceed or not.

**Please note we are unable to supply incoming call and text records via this method.**

IDENTIFICATION INFORMATION	
First name	
Surname	
Date of Birth	
Daytime Contact Number	
Brand (TPG, iiNet, Internode etc)	
Mobile Number or Billing Account Number	



ACCESS REQUEST	
Describe the information being requested	
Date range	From: To:
Comments to assist with the search	
Postal address / email address to send information	
Would you like correction of this information?	
Comments to assist with the correction	

DECLARATION & AUTHORITY
<p>I acknowledge:</p> <ul style="list-style-type: none"> <li>- 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 TPG Group to enable it to respond to my request;</li> <li>- That the personal information collected in response to my request may be provided to me in any form TPG Group considers appropriate;</li> <li>- TPG Group may be unable to provide the information I have requested because it is no longer held on record;</li> <li>- That all or part of my request may be denied (as permitted by law); and</li> <li>- That depending on the type of personal information, TPG Group may pass the cost of collating the information to me i.e. for archive retrieval, and that provision of the information requested is conditional upon the cost of access being first paid by me.</li> </ul> <p>Signature: _____ Date: _____</p>