

## 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 (ABN 76096304620) trading as Felix Mobile. The information Felix Mobile may retain about you may consist of the notes relating to your billing account, notes taken from conversations you have had with Felix Mobile representatives, barring/unbarring activity, price plan requests and collection activity.

For your information, you can download and print from the felix app the last 12 month's invoices you have received. The usage records are also available for the preceding 60 days (for prepaid customers).

Information such as Proof of Purchase or billing information can be provided without the need to complete this form. These requests should be directed to the felix Customer Care team using the live chat option available in the felix app.

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 and the form is signed.**

When completed either email this form to [privacy@felixmobile.com.au](mailto:privacy@felixmobile.com.au) or mail to:

Privacy Coordinator  
 Felix Mobile,  
 PO BOX 1113,  
 North Sydney  
 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 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.

| ACCESS REQUEST                           |  |
|--|--|
| First name                               |  |
| Surname                                  |  |
| Date of Birth                            |  |
| Daytime Contact Number                   |  |
| Felix Mobile Number                      |  |
| Describe the information being requested |  |

|  |       |
|--|-------|
| Date Range   | From: |
|  | To:   |
| Comments to assist with the search                 |       |
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| Postal address / email address to send information |       |
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| Would you like correction of this information?     |       |
| Comments to assist with the correction             |       |
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|  |       |

#### 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 Felix Mobile 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 Felix Mobile considers appropriate;
- Felix Mobile 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, Felix Mobile 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.

Signature

Date