

SERVICE TERMS AND CONDITIONS

Privacy Policy

Overview of how C9 GROUP handles personal information connected with enquiries, customers, services, support, billing, and website interactions.

Document	Privacy Policy
Category	Policy
Owner	C9 GROUP
Status	Review-ready sample
Effective date	24 March 2026
Contact	1800 000 299 Sales@c9group.com.au

Important: This sample is prepared for website document review and should be checked by C9 GROUP before being treated as the final approved document.

Quick Summary

Collection	Information is collected to provide services and support.
Use	Information is used for account, service, billing, security, and communication purposes.
Sharing	Suppliers may receive information needed to deliver services.
Rights	Customers may request access or correction where applicable.

1. Purpose

This policy summarises how C9 GROUP handles personal information in connection with enquiries, sales, service delivery, support, billing, marketing, security, website interactions, and business administration.

2. Information We May Collect

C9 GROUP may collect names, roles, business details, contact details, billing information, service addresses, support records, call notes, device or service identifiers, website form information, and other information needed to provide services.

3. How Information Is Used

Information may be used to respond to enquiries, verify identity, create and manage accounts, provision services, provide support, issue bills, manage security, comply with law, improve services, and communicate with customers.

4. Disclosure To Suppliers

C9 GROUP may share relevant information with carriers, vendors, contractors, payment providers, professional advisers, regulators, or other parties where needed to provide services, meet legal obligations, or protect rights and systems.

5. Security

C9 GROUP takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. No system can be guaranteed completely secure.

6. Access And Correction

Customers may request access to, or correction of, their personal information by contacting C9 GROUP. C9 GROUP may need to verify identity before actioning a request.

7. Questions And Complaints

Privacy questions or complaints can be raised with C9 GROUP on 1800 000 299 or Sales@c9group.com.au. Customers may also have rights to contact the relevant privacy regulator.

Support And Document Requests

If you require a document that is not listed on the C9 GROUP terms page, or need assistance understanding these terms, please contact the C9 GROUP support team at 1800 000 299 or Sales@c9group.com.au.

Document Status

This document is provided for customer information and operational clarity. Where this document conflicts with a signed agreement, applicable law, carrier requirement, or approved C9 GROUP service schedule, that higher-order document applies to the extent of the inconsistency.

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