



Privacy policy

Any contact you make with CPK Web Services will be strictly confidential.

We will not share any information including email addresses with any third party unless you (the client) give us prior consent or we are required to by law.

As an Australian business CPK Web Services is bound by Australian Law, as a provider of Telecommunications services such as Broadband and Voice Over IP we are required to collect personally identifiable information such as your name and date of birth, plus your business information such as your company name and your ABN or ACN number.

CPK Web Services complies with the Australian Privacy Act (The Act) 1988. Any information we do collect regarding you or your organization will be kept strictly confidential and will be stored securely and only accessed by authorized staff.

Marketing Services

Any marketing conducted by CPK Web Services will be conducted in compliance with both this Privacy policy and the Privacy Act 1988 if Cookies are to be used, where a small text file is stored within the clients web browser, the client will be notified on the www.cpkws.com.au website and be given the option to opt out of storing cookies and if the customer opts into receive any other marketing such as a mailinglist then an option will be provided for the customer to unsubscribe.

Authorized representatives

As per our Terms of Service agreement any authorized representatives that a customer wishes to make changes on their behalf in terms of modifying products and services on their account must be authorized in writing by email to support@cpkws.com.au and the email needs to come from the account holder.

Any requests to approve account changes made over the phone will need to be approved by the customer by email. The Term authorized representative for the purposes of the Privacy Act compliance also means an advocate.

Any account cancelation requests will need to be approved either by the account holder or if the account holder has left the business, or is otherwise unable to act on behalf of the business due to illness or injury this can be approved by the authorized representative providing identification checks pass.

Unless the business is declared bankrupt or due to some other unforeseen circumstances the business will be required to pay any outstanding fees and charges such as account termination fees.

Other things you should know

All phone conversations both inbound and outbound to CPK Web Services are recorded by us for training and quality purposes.

This assists us with fully tracking both your technical support and sales issues and makes sure that a high level of service is provided. These recordings are stored securely and are only accessed by authorized staff.