



Request for Access to Personal Information

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

This form is not to be used for requesting information which can be obtained via your Account Details section on the Kogan Mobile website, such as copies of your bills or recharge information.

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 the specific information that you require. Your request cannot proceed until all sections are completed satisfactorily.

Once complete, either fax this form to 1300 308 869 or mail it to:

Kogan Mobile
139 Gladstone St
South Melbourne, 3205 Victoria

We aim to complete your request as quickly as possible, however please allow up to 30 days. During this time, we may get in touch to verify the account holder's PIN before proceeding with the request.

In many cases, our staff will be able to provide you with access to personal information such as Proof of Purchase or Network Service Agreements (contracts) without the need to complete this form. These requests should be directed to the Kogan Mobile customer service team by calling 1300 056 426.

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

Identification Information

First name	
Surname	
Kogan Mobile Number or Billing Account Number	
Date of Birth	
Daytime Contact Number	

Access Request

Describe the information being requested	
Date range	From:
	To:
Additional 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

I acknowledge:

- that I am the individual referred to in this Request for Access, and that all information I have provided is true, complete and correct, and has been provided to Kogan Mobile to enable it to respond to my request;
- that the information collected in response to my request may be provided to me in any form that Kogan Mobile considers appropriate;
- Kogan 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, Kogan Mobile 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 first being paid by me.

Signature

Date