

More Telecom – ConnectID Identity Service Terms and Conditions

1. Identity Data and Digital Identity Transactions

1.1 About ConnectID

- (a) More Telecom Pty Ltd (**More**) participates in ConnectID, a digital identity network that allows you to ask organisations you already deal with (e.g. your bank) (each an **Identity Provider**) to disclose identity or attribute information (**Identity Data**) about you to More. You can find out more about ConnectID at <https://connectid.com.au/>
- (b) ConnectID enables More to verify your identity for legal and security purposes. Your use of the Identity Service can also streamline some interactions with us and enable you to qualify for certain offers in connection with your More services. Identity Data may include your name, mobile number, email address, date of birth, residential address or bank account details.
- (c) Use of the Identity Service is optional. However, we have legal requirements to verify your identity in connection with your application for certain services, so if you choose not to use the Identity Service, you will be required to verify your identity in another legally permitted way as a pre-condition to us providing you with a relevant service. In addition, some of our offers or promotions require a customer to use the Identity Service as a condition of receiving the offer, so if you choose not to do so, you may be ineligible to receive those offers.

1.2 Availability

The Identity Service is available where:

- (a) you meet the eligibility criteria in clause 2;
- (b) we have enabled the Identity Service for the relevant product or process; and
- (c) the Identity Provider holds valid ConnectID accreditation.

1.3 How transfers work

- (a) The ConnectID network facilitates direct, bilateral transfers of Identity Data from your selected Identity Provider to More (each a **Digital Identity Transaction**).
- (b) The ConnectID operator does not access or store your Identity Data. A Digital Identity Transaction only occurs if you request it and give express consent. If you do not consent, we will offer alternative ways to verify your identity or provide information to us.

- (c) Each Digital Identity Transaction is a single, one off transfer; further transfers (including from the same Identity Provider) require new consent. off transfer; further transfers (including from the same Identity Provider) require new consent.

2. Eligibility

2.1 You can only perform a Digital Identity Transaction if:

- (a) (you have a digital account with the relevant Identity Provider and have verified core Identity Data (for example, name, mobile number, email, date of birth) with that Identity Provider within the last 5 years; and
- (b) you meet any minimum age requirements and otherwise comply with any other eligibility criteria and other terms set out in the Identity Provider's ConnectID terms.

3. Your acknowledgments and consents

3.1 You acknowledge and agree that:

- (a) any Digital Identity Transaction you request using the Identity Service is governed by these terms;
- (b) before any transfer, the Identity Provider will present you with the Identity Data for review and ask for your express consent; and
- (c) if you consent:
 - i. More may collect, use and disclose the Identity Data as permitted by applicable privacy laws, our agreement with you and our [Privacy Policy](#);
 - ii. once transferred to us, the Identity Provider no longer controls the Identity Data and our Privacy Policy (not the Identity Provider's) will apply; and
 - iii. if a security or data incident at More impacts your Identity Data, you consent to us notifying the Identity Provider (including relevant Personal Information) so they can help prevent or respond to cyber incidents, fraud, scam activity or identity theft.

3.2 Neither More nor the ConnectID operator endorses or makes representations about any Identity Provider, including its security or privacy practices, and to the maximum extent permitted by law, both More and the ConnectID operator exclude liability for acts or omissions of any Identity Provider. The exclusions relating to the ConnectID operator are held on trust by More for that operator.

3.3 Digital Identity Transactions are separate from the Consumer Data Right (CDR). More does not participate in the CDR scheme. You may still request access or corrections to your personal information held by us in accordance with the *Privacy Act 1988* (Cth) and our Privacy Policy.

4. Withholding or suspending the Identity Service

4.1 We may suspend or withdraw the Identity Service at any time. We or an Identity Provider may be unable to process a Digital Identity Transaction if, for example:

- (a) the underlying activity is not eligible for the Identity Service;
- (b) you do not meet eligibility requirements;
- (c) the Identity Provider cannot supply the requested Identity Data;
- (d) we reasonably suspect fraud, identity theft or another security incident;
- (e) our participation in ConnectID is suspended or terminated; or
- (f) we consider intervention is required (for example, where you may be a vulnerable customer).

5. No Fees

We do not charge you a fee for a Digital Identity Transaction.

6. Access and updates

- 6.1 Access/correction with More – You can request access to, or correction of, Personal Information we hold about you by contacting us as set out in our Privacy Policy.
- 6.2 Updating elsewhere - Updating your details with More does not update records held by an Identity Provider. You will need to contact the relevant Identity Provider directly.
- 6.3 Security concerns - If you suspect identity fraud or an unauthorised Digital Identity Transaction, please notify us as soon as possible using the contact options on our Policies page.

7. Complaints

If you have a complaint about our participation in a Digital Identity Transaction, please contact us via the channels published on our Make a Complaint page or in our [Complaints Handling Policy](#). If a complaint relates to an Identity Provider's conduct, we may direct you to contact that provider.

8. Dictionary

ConnectID operator means ConnectID Pty Ltd or its Related Bodies Corporate.

Digital Identity Transaction means a transfer of Identity Data between an Identity Provider and More via ConnectID.

Identity Data has the meaning in clause 1.1.

Identity Provider means an accredited organisation you authorise to disclose Identity Data



via ConnectID.

Personal Information has the meaning in the *Privacy Act 1988 (Cth)*.

Privacy Policy means More's Privacy Policy as updated from time to time.

We/More means More Telecom Pty Ltd.

You means the customer or other individual interacting with More.