Security

The security of our customers' information is of great importance to us, and we have taken all reasonable precautions to ensure that your details are protected.

We use proven technology and physical security measures to ensure the highest levels of protection. We're constantly monitoring technological and industry developments to ensure we keep up to date and continue to provide you with strong security measures.

Whilst it's true that no system is ever completely secure, we believe the measures we have implemented provide more than adequate protection.

Security and storage of your personal information

How long do we keep information about you?

By law, we are required to hold certain information about you, even after you are no longer an Aussie customer. We may also hold certain information about you if it is needed for a purpose which you are aware of or reasonably expect us to hold the information. When your information is no longer needed or required to be held by law, it will be destroyed or de-identified.

How safe and secure is the information we hold about you?

We take great care with the information we hold about you. Our aim is to ensure that any details are securely protected from misuse, interference and loss, and unauthorised access, modification or disclosure. We will take reasonable care to make sure that we keep your information in an accurate, complete and up to date manner.

Online security

Our website uses encryption techniques to enhance your privacy and security when using Aussie's website.

What are 'cookies' and how do they work?

Cookies are small data files that are downloaded from our web servers, and stored on your hard drive. A cookie is a string of letters and numbers that uniquely identify the computer you are using, and the customer number and access code you may have used to register at the site. Cookies are used on the Aussie web site. We track a visitor's journey through our site. This allows us to see at a glance which pages and information is of most interest to visitors. This type of cookie contains no personal information at all; simply a record of your journey through the site. Most browsers can be configured to refuse to accept cookies. You can also delete cookies form your hard drive. However, doing so may hinder your access to valuable areas of information within our site.

Online scams and phishing

Aussie is committed to any efforts to reduce the amount of people affected by online scams. There are, however, several simple but essential precautions you can take to protect yourself from internet scams.

Be aware of email or SMS messages that…Appear to be from banks, financial institutions or organisations like Aussie asking for your personal or account details

Don't address you by your proper name. Contain typographical or grammatical errors

Ask you to 'verify' your account details to protect you from fraud. Include links to sites where the address does not match official addresses used by the organisation

Come from organisations that you have no relationship with, and have not authorised contact from

If you come across any online communication misusing the Aussie name or branding, we urge you to contact us by calling the call centre number on the Contact Us page. By helping us identify these issues, not only are you making your own online experience safer, you are helping other users maintain their safety online.

More tips to protect yourself from phishing scams

Never share your personal and/or account details with anyone you do not know and trust

Don't download attachments from, or click links in, spam email messages

Check website addresses carefully, especially those where you are asked to input your details. Never share your personal and/or account details over the phone unless you initiated the call and know the phone number is from a trusted source

These are just a few tips to keep yourself safe from online scams. For more information on how to protect yourself, visit SCAMwatch, an initiative of the Australian Competition & Consumer Commission.