

Neighbourhood Energy Privacy Policy

Neighbourhood Energy Pty Ltd ACN ACN 109 118 578 (Neighbourhood Energy) is strongly committed to protecting your right to privacy. Accordingly, Neighbourhood Energy is committed to full compliance with its obligations under the Privacy Act 1988 (Cth) (Privacy Act). In particular, Neighbourhood Energy will comply with the National Privacy Principles contained in the Privacy Act.

1. Collection

- 1.1 In the course of providing services, Neighbourhood Energy collects personal information in a variety of ways. (Personal information means information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.)
- 1.2 Neighbourhood Energy collects personal information in various circumstances including, when you:
 - make an enquiry about Neighbourhood Energy's services;
 - visit Neighbourhood Energy's website;
 - become a customer or debtor of Neighbourhood Energy;
 - supply goods or services to Neighbourhood Energy; or
 - apply for a job with Neighbourhood Energy.
- 1.3 Neighbourhood Energy's sales division and sales contractors (in Australia and potentially outside of Australia) also collect personal information about potential customers through telemarketing operations. Your calls with Neighbourhood Energy (or its contractors) may be recorded for training and process improvement purposes and where required by legislation.

2. Information provided by you

- 2.1 You provide most of the personal information directly to Neighbourhood Energy and for a specific purpose. For instance, when you make an enquiry about our services, we collect your contact details so that we can provide you with the information you need.
- 2.2 If you are a customer of Neighbourhood Energy, we collect personal and financial information so that we can collect payment from you for our services.
- 2.3 Similarly, when you apply for a job with us, we collect information about your qualifications and we may ask you to undertake certain tests as part of our recruitment process.

3. Information provided by third parties

- 3.1 We sometimes collect personal information from third parties about potential customers or suppliers. This information may be used to send you promotional material or to ask you if you wish to become a Neighbourhood Energy customer.
- 3.2 If you are a customer of Neighbourhood Energy, you may be the subject of a credit check conducted by a credit agency to determine if we will be able to recover money you owe us.

4. Information provided by 'cookies' technology

- 4.1 When you visit Neighbourhood Energy's web-site, 'cookies' technology allows us to identify your movements around our site. This information provides us with constructive feedback about our site so that we can identify the most effective areas and improve the less popular ones.
- 4.2 Cookies cannot determine the identity of individual users. It is a feature of your internet browser which you can disable at any time.

5. Sensitive Information

Neighbourhood Energy will not collect sensitive information such as your race, religion, beliefs or sexual preference, except where you have consented or as permitted under the Privacy Act. For example, you will need to provide us with information about a medical condition where you are required by law to do so.

6. Use and disclosure of personal information

- 6.1 Neighbourhood Energy will only use or disclose personal information for the purpose for which it was collected or in accordance with the Privacy Act (for example, where you have consented, or where you would reasonably expect this to occur.)
- 6.2 The purposes for which we collect (and may use or disclose) your personal information include:
 - to arrange connection or (if necessary) disconnection of electricity at your supply address;
 - to supply you with electricity;
 - to conduct a credit check (including providing information to a credit reporting agency);
 - to issue our bills to you;
 - to collect monies owed by you to us;
 - to offer you products or services (unless you notify us you do not wish to receive these offers);
 - if you tell us you are authorised to enter into an agreement with us with respect to a supply address, to disclose your personal information to a person who later claims that no person besides them (or others) is authorised to enter into an agreement with respect to that supply address; and
 - to resolve any dispute between you and us.

- 6.3 Similarly, we may refer information you provide when inquiring about job vacancies to a recruitment agency we use for recruitment purposes.
- 6.4 Depending on the reason for which personal information was provided, some information collected by one division of our company may not be disclosed to other parts of the company.
- 6.5 From time to time we may be required by law to disclose your personal information.

7. Security

Neighbourhood Energy will endeavour to maintain a secure system for storing personal information. Technological and operational policies and procedures are in place to protect personal information from misuse and loss and from unauthorised modification or disclosure. Neighbourhood Energy will use reasonable steps to dispose of or permanently de-identify personal information where it is no longer necessary to fulfil the purposes for which the information was collected or as required by law.

8. Anonymity

Where lawful and practicable, Neighbourhood Energy will give you the option of not identifying yourself when supplying information or entering into transactions with the company.

9. Contractors

Neighbourhood Energy may contract out particular services from time to time. Typically, contractors would include call centre operators, recruitment contractors and debt collection agencies. It is Neighbourhood Energy's intention to require contractors to comply with the Privacy Act in all respects.

10. Access and Correction

- 10.1 Subject to some exceptions that are set out in the National Privacy Principles, you may access any personal information Neighbourhood Energy holds about you. To do so, please contact us and we will respond to your request within 45 days. A handling fee may be payable so that we can obtain the information you require.
- 10.2 If you believe that your personal information is inaccurate, incomplete or out of date, you may write to Neighbourhood Energy at the address shown on our website and request that we correct the information. Your request will be dealt with in accordance with the Privacy Act. If your request is refused, you may ask Neighbourhood Energy to associate with your personal information a statement that you consider that some or all of information is not accurate, complete or up-to-date.

11. Complaints

- 11.1 If you feel aggrieved by Neighbourhood Energy's handling of your personal information, you may make a complaint in writing to our Privacy Compliance Team at the address specified below.
- 11.2 Your complaint will be investigated as soon as possible and you will be promptly provided with a written response. Alternatively, you may make a complaint to the Privacy Commissioner (although the Commissioner may decline to hear the complaint if you have not first made a complaint to Neighbourhood Energy).

12. Updating our Privacy Policy

- 12.1 As our company grows and changes, we may revise our Privacy Policy. We will keep you updated on these changes by posting new versions of our policy on our web site.
- 12.2 By providing your personal information to us or by using our web site, you are indicating your acceptance of Neighbourhood Energy's current policy.

13. Contacting Neighbourhood Energy

For further information about this Privacy Policy please contact our Privacy Compliance Team:

- by post to PO Box 171, Elsternwick VIC 3185;
- by email on customerservice@neighbourhood.com.au or
- by telephone on 1300 764 860.

