

Aurora Energy - Privacy Policy

This Privacy Policy applies to all personal information collected by Aurora Energy Pty Ltd (**'Aurora Energy'**). All references to 'we', 'us' and 'our' in this Privacy Policy refer to Aurora Energy.

We are bound by the *Personal Information and Protection Act 2004 (Tas.)* and the Australian Privacy Principles (**'Principles'**) contained in the *Privacy Act 1988 ('Privacy Act')*. The Principles help protect the confidentiality of individuals by regulating the way personal information is collected, used and disclosed. A link to these Principles can be found at <http://www.oaic.gov.au/privacy>.

To find out how we manage your personal information when dealing with credit providers, please see Aurora Energy's Credit Reporting Policy detailed on our website.

1. Summary

We respect the right to privacy, and complying with Commonwealth and State legislative requirements in relation to the collection and management of personal information is a priority for us.

Personal information is information or an opinion relating to an individual, which can be used to identify that individual (including name, address, telephone number and email address). This may include information obtained for the purpose of selling or supplying electricity, such as metering and usage data.

This Privacy Policy explains how we collect and handle personal information in accordance with the Principles. It also describes generally the types of personal information we hold, how it is collected, used and disclosed.

You can contact us with any queries or concerns about privacy or this Privacy Policy on the details provided below in Section 7.

2. Collection of Personal Information

We collect personal information about individuals in a range of circumstances and ways.

2.1 Why is personal information collected?

We only collect personal information for purposes related to our functions and activities.

These functions and activities may include:

- billing, payment, accounts and services;
- managing customer complaints and inquiries;
- conducting tenders and entering into contracts;
- ensure compliance with regulatory requirements;
- managing and administering the products and services we provide; and
- developing new products and services.

2.2 What types of personal information are collected?

The types of personal information we collect may include:

- proof of identity and contact information including name, postal or email address, telephone numbers, social media handles and date of birth (may be via marriage certificates, death certificates or other official documentation);
- financial details such as bank accounts or credit information (including credit history or capacity);
- metering information, including National Meter Identifier, meter type or metering and usage data;
- health information (such as whether a person is a life support or concession customer) or other sensitive information (e.g. an individual's ethnic origin, criminal record or genetics);
- contractor and supplier information; and
- employee information including qualifications, experience, character, screening checks (including health, reference, background, directorship, financial probity, identity, eligibility to work, vocational suitability, drugs/alcohol and criminal record checks).

2.3 How is personal information collected?

We collect personal information directly from individuals (including past, present or prospective customers) or their authorised representative including by telephone, mail, email and online. This may occur when we are setting up accounts, liaising with existing customers and members of the public or contractors about energy related matters.

We also collect personal information through our websites or social networking services (e.g. Facebook and Twitter) and under a range of energy industry and other applicable law (e.g. there is a requirement to record information we are provided about customers on life support).

We sometimes collect personal information from a third party or from a publicly available source if:

- the individual has consented to such collection or would reasonably expect collection in this way, or
- it is necessary for a specific purpose.

3. Use and Disclosure of Personal Information

3.1 How do we use personal information?

We generally use personal information to provide our products and services, for our general business operations or otherwise as required or authorised by law. This may include:

- to arrange the sale or supply of electricity (including connections and disconnections);
- to communicate with customers about their account with us (including issuing and payment of bills);
- to set up a direct debit facility to cover payment of bills (if requested);
- to process and respond to any complaint;
- to better understand your needs and behaviours in relation to your use of energy;

- to develop new products and services (including managing the delivery of our services and the way we communicate with you);
- to respond to enquiries and provide any information or documents requested by a person;
- for administrative, planning, quality control and research;
- to update our records and contact details;
- to conduct credit assessments and use information where permitted by law to establish or report on a person's creditworthiness;
- for marketing purposes where we have your expressed or implied consent to contact you (customers may opt out of marketing processes by contacting us and can unsubscribe from email lists by using the 'unsubscribe' options noted in our emails)
- where there is a declared state wide emergency necessitating contact with you, either in emergency response or recovery phases; and
- when we are required or authorised by law.

We may not be able to do these things without your personal information. For example, we may not be able to provide our services, communicate with you or deal with your enquiries.

3.2 When and to whom do we disclose personal information?

We routinely disclose personal information to the following type of entities:

- contracted employees and other service providers for the purposes of performing our functions, operating our website, fulfilling requests and otherwise providing information, products and services to members of the public;
- service providers we engage for the provision of metering services (including connections, disconnections, reading, installing, repair, maintenance and replacement of meters);
- any entity (including individuals) for any authorised purpose with an individual's consent;
- Government agencies (such as Centrelink) for the purpose of establishing or verifying eligibility for concessions and similar entitlements;
- credit reporting or collection agencies for credit checking, collection or reporting;
- State based Energy Ombudsmen for the purpose of complaint management under Federal and State based electricity and gas legislation and codes; and
- to law enforcement agencies for law enforcement, crime prevention or security purposes.

Aurora Energy may also disclose personal information without consent as authorised by privacy law for a range of other purposes, including:

- where necessary to prevent or lessen a serious threat to health or safety;
- for the investigation of unlawful activity;
- for location of missing persons; and
- for use in legal proceedings or dispute resolution.

4. Accessing and Correcting Your Personal Information

A person has the right to access their personal information held by us. We will not charge for making a request for access to personal information unless the request is particularly complex or requires detailed searching of our records.

If a person believes there are errors in the personal information that we hold about them, they have a right to ask us to correct that information. We will consider any request by you to change or correct personal information and advise of any action taken.

We are not required to provide access to personal information where we reasonably believe doing so would:

- prejudice law enforcement or crime prevention activities;
- pose a serious threat to health or safety;
- have an unreasonable impact on the privacy of other individuals or the request is frivolous or vexatious;
- prejudice us in legal proceedings or negotiations;
- reveal information connected with a commercially sensitive decision making process; or
- be contrary to law.

If you wish to have access to or correct information we hold about you, please contact us on **1300 13 2003** or make a request online at www.auroraenergy.com.au.

5. Additional Information

5.1 Online

We may collect personal information when individuals use and access our websites or provide information to us using social media sites.

When our websites are accessed, we may log the Internet Protocol address of the computer being used. This information is not used to identify persons. Rather, it is used to analyse trends, administer our websites, track users' movements and gather broad demographic information.

Our websites may use cookies and web beacons. While cookies and web beacons can be used to statistically monitor and analyse the use of our websites and to identify information about the computer used to visit our websites, we do not use them to identify an individual.

Cookies may also be used in online advertisements for our products and services. These advertisements may be placed on our websites or displayed on third party websites.

The use of cookies does not involve the collection or use of any information that could identify an individual. If a person does not wish to receive cookies, the browser can be set so that the computer does not accept them, although this may disable or render unusable some of the features of our websites.

5.2 Data Security

We take reasonable steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure, and against other misuse.

If the personal information is not contained in a State record (as defined in the *Archives Act 1983 (Tas.)*) and is no longer required for business purposes, we will take reasonable steps to destroy or delete it in a secure manner as soon as practicable where possible.

5.3 Overseas

Our customer service and marketing contact centre operations are based in Australia. We may hold personal information in, or may disclose personal information to third party service providers located in one or more overseas countries.

While Aurora Energy takes reasonable steps to de-identify personal information before it is sent offshore, database and webhosting services provided to us may involve personal information being accessible to IT service providers based in Manila and other areas of the Philippines (ORACLE).

Where we disclose your personal information to a third party which is located overseas, we will take reasonable steps to ensure that the overseas recipient handles your personal information in accordance with the standards required under the Privacy Act.

6. Privacy Complaints

Complaints about the treatment of personal information (including a possible breach of the Privacy Act or this Privacy Policy) by us must be made in writing (letter or email) and addressed to the Privacy Officer. We will treat complaints confidentially and will respond within a reasonable time after receipt of the complaint.

If an individual is not satisfied with our response, they may make a further complaint to the Australian Information Commissioner. Details of how to make a complaint are available on the Office of the Australian Information Commissioner website.

7. How to Contact Us

Individuals can obtain further information in relation to this Privacy Policy by contacting our Privacy Officer as follows:

Privacy Officer
Aurora Energy Pty Ltd
GPO Box 191
HOBART TAS 7001
privacy.officer@auroraenergy.com.au

8. Updates to this Privacy Policy

We may update this Privacy Policy from time to time as required, including to comply with amendments to the Privacy Act. Any updated versions of this Privacy Policy will be posted on our website and will be effective from the date of posting.

This Privacy Policy was last updated on 1 December 2017.