

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 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 our Credit Reporting Policy detailed on our website.

1. Summary

We respect your 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 you 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:

- the sale and supply of electricity and other products and services we offer;
- billing, payment, accounts and services;
- managing complaints and inquiries;
- ensuring compliance with regulatory requirements;
- managing and administering the products and services we provide; and
- marketing activities 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 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);
- your behaviours and preferences, including your use of our products, services and website;
- your IP address, device identifiers and information about how you use our website and digital applications such as session information and login attempts;
- metering information, including your National Meter Identifier, meter type and usage data;
- sensitive information (such as whether you are a life support or concession customer); 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 you (including if you are a past, present or prospective customer) or your authorised representative. This may be by telephone, mail, email and online. Personal information may be collected when we are setting up accounts, undertaking market research, liaising with existing customers and members of the public or contractors about energy related matters.

We also collect personal information through our website, digital products, social networks and under a range of energy industry and other applicable laws (e.g. there is a requirement to record information we are provided if you are on life support).

When our websites are accessed, we may log the Internet Protocol address of the computer being used. This information is not used to identify you. 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 you.

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 you. If you do 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 website.

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

- you have 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 provide you with access to products and services we offer (including our website);
- to communicate with you or your authorised representatives about your 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 complaints;
- 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, customer experience improvements and research purposes;
- 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 (you 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, bill print providers (such as Chandler), customer service software providers (such as Oracle and Hansen Technologies) and other service providers we engage to perform business functions or activities;
- service providers we engage for the provision of metering services, including connections, disconnections, reading, installing, repair, maintenance and replacement of meters (such as Metering Dynamics);
- any entity (including individuals) for any authorised purpose with your 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.

We 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

You have the right to access your 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 you believe there are errors in the personal information that we hold about you, you 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 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 and where possible.

5.2 Overseas

Our customer service and business 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. When we do so, we will ensure that the service provider meets a high standard of security for storage of data and take reasonable steps to ensure that the service provider handles your personal information in accordance with the standards required in 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 you are not satisfied with our response, you 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

You 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 10 January 2020.