

## Privacy Policy

### OBJECTIVE

To protect and maintain the privacy, accuracy and security of your personal information in accordance with the Privacy Act 1988 and other applicable laws and codes.

### POLICY

Smart Utilities collects and uses information about people with whom it communicates for the purpose of providing service to our clients.

Smart Utilities regards the lawful and correct treatment of personal information as very important to the successful and efficient performance of its functions, and to maintain confidence between those with whom it deals.

We are committed to protecting and maintaining the privacy, accuracy, and security of your personal information.

We are bound by the Privacy Act 1988 as well as other applicable laws and codes.

Smart Utilities respects your right to privacy and this policy sets out how we collect and treat your personal information and how you can access that information if you wish.

### WHAT PERSONAL INFORMATION WE COLLECT

We may collect the following types of personal information from you:

- Name
- Address
- Date of Birth
- Gender
- Occupation
- Contact details (phone number, fax number, email)
- Financial information
- Communications between us
- Credit card information.

### HOW PERSONAL INFORMATION IS COLLECTED

Smart Utilities collects most personal information from our customers. We also collect information directly from customers and other persons with whom we deal. In some cases, the customer's personal information may be provided to us by other persons such as family members, friends, or colleagues. We will take reasonable steps to let you know that we have your personal information, unless it is obvious from the circumstances that you would know or would expect us to have the information.

In certain circumstances, we may also collect sensitive information about you such as health information. We only collect sensitive information with your consent or where we are otherwise entitled to do so.



## THE PURPOSES FOR WHICH PERSONAL INFORMATION IS COLLECTED, HELD, USED AND DISCLOSED

Smart Utilities collects and uses personal information primarily to administer to the energy services.

We will disclose personal information to third parties only as the Privacy Act permits and where there is a valid reason to do so. Third parties may include:

- ✓ Credit reporting agencies.
- ✓ Insolvency practitioners such as Administrators, Receivers, Liquidators.
- ✓ Related bodies corporate, employees, agents, contractors, and Legal advisers.

Personal details are not used for marketing purposes or sold to any other identity.

## SECURITY OF YOUR PERSONAL INFORMATION

We take reasonable steps to protect any personal information we collect, so it will be safeguarded from misuse, loss, unauthorized disclosure or modification. Only authorized personnel can access personal information.

We will destroy or permanently de-identify personal information if it is no longer needed for any purpose for which we may use or disclose it in accordance with privacy laws. We will properly dispose of all hardcopy documentation that contains personal information that is no longer needed. We will delete from our systems all personal information stored in electronic form that is no longer needed. If we inadvertently come into possession of personal information that is not relevant to our functions or activities, we will immediately dispose of that information.

## ACCESSING AND SEEKING CORRECTION OF PERSONAL INFORMATION

You have the right to request access to your personal information and to request its correction. You can access the personal information we hold about you by putting a written request to our Privacy Officer at the following address -

### **Client name and address.**

All requests for access are to be in writing. Information will be provided to you within 14 days, or within a reasonable timeframe. In some situations, we may exercise our right, as allowed by the law, to deny you access to information. If we deny you access to your personal information, we will explain our reasons for doing so.



## COMPLAINTS ABOUT A BREACH OF PRIVACY LAW

If you have any complaints about our privacy practices, please feel free to send details of your complaint in writing to **PO BOX 7018, Point Cook, Vic, 3030**.

We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

Alternatively, you can email your complaint to us.

**Email** – [enquirenow@smartutilities.com.au](mailto:enquirenow@smartutilities.com.au)

## DISCLOSURE OF YOUR PERSONAL INFORMATION OVERSEAS

As part of the delivery service to our client, we are likely to disclose your personal information to our authorized staff members located overseas. This will be done only if the agreed contract allows us to do so.

## CHANGES

Please be aware that we may change this Privacy Policy in the future. The revised versions will be uploaded onto our website, so please check back from time to time.

## WEBSITE

When you visit our website, we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyze how people use our site, such that we can improve our service.

### *Cookies*

As is very common for companies, we use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. We use cookies to improve the experience of people using our website.

### *Third party sites*

Our site has links to other websites not owned or controlled by us. We are not responsible for these sites or the consequences of you going on to those sites.

## REVISION LOG

| Revision details  | Date | Rev.No |
|---|------|--------|
| Format change – Revision log and document control added |      | 1      |