



CleanTech
ENERGY

Appendix I

CleanTech Energy

Privacy and Credit Reporting Policy



CleanTech
ENERGY

Version Number V1808-4

CleanTech Energy Pty Ltd

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Electricity Retail Licence Number (WA): ERL24

Electricity Retail Licence Number (SA, QLD, NSW, ACT, TAS): E20001

Amendments to previous versions

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1 August 2018	V1808 - 1	Draft
21 August 2018	V1808 - 2	Approved
13 January 2020	V1808 - 3	Amendments
17 February 2020	V1808 - 4	Approved

Protection of your privacy

This Privacy and Credit Reporting Policy applies to all the activities of CleanTech Energy Pty Ltd (can be referred to as 'us'/'our'/'or 'we'). It describes how we manage personal information and how we handle credit-related personal information.

We at CleanTech Energy respect your privacy and understand that your privacy is very important to you. Your privacy is also extremely important to us and we aim to manage your private information at all time in compliance with the Privacy Act 1988 (Cth) (Privacy Act) and relevant industry legislation and codes.

We have strict systems in place to make sure your personal details stay protected and are only used for the right purposes. In every instance we collect, store, use and disclose your information professionally and respectfully and in accordance with relevant laws.

So, you can feel confident about sharing your personal details with us, we describe how we maintain your privacy as well as how you can access and control the personal information you give us.

We may revise this policy from time to time, and if so, we do, we will publish the updated version on our website.

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What this policy covers

This policy covers the kinds of personal information, sensitive information and credit related information we collect, and how we collect, hold and use that information.

- How and why we use such information, including who we disclose it to
- What we do with such information if we no longer need it.
- How you can access and correct such information.
- How you can make a complaint in relation to privacy, and how we will handle your complaint.

The kind of personal information and sensitive information that we collect

Personal information is information or an opinion that identifies you or from which your identity may be reasonably identified. **Sensitive information** includes information or an opinion about matters such as your racial or ethnic origin, health information, political opinions, professional or trade association memberships, or criminal history.

As an energy retailer, CleanTech Energy will request certain personal and sometime sensitive information from you, this is so that we can correctly identify you and provide you with electricity and other related products and services.

If you do not provide us with information, we may not be able to provide you with our electricity and other related products and services.

We may request **personal information** such as your name, address and contact details, drivers' licence and **sensitive information** such as, health information if you are requiring to be registered for a life support or sensitive load customer.

When contracting with CleanTech Energy we will need your consent to obtain your historical data, at which time we will ask you to expressly give us your consent to us collecting necessary personal information (and any sensitive information).

The information that we require may change from time to time and we may need additional information from you throughout your time with CleanTech Energy.

Why and how we collect and store your personal information

We only collect your personal information to allow us to conduct our business functions and to market and sell our products and services.

Wherever it's possible, we try to collect personal information directly from you. Usually this is done over the phone, when you fill out an application form or contract, when you buy our products and services or request information about us, when you visit or contact us through our website, or when you speak to us in person.

We may also collect personal information from third parties we deal with or contract with, for example, metering data agencies, credit reporting bodies or community or other organisations.

Most of the information we collect is stored electronically, but some of it is stored in hard copy. In either case, the information is stored securely and in line with commercial standards

How we use your personal information

The main reasons we use your personal details are to establish, maintain, service, disconnect and bill your energy products and services. We could also use your personal information:

- to build a relationship with you.
- to communicate with you.
- to provide you with information, products or services you have requested.
- to assist customers by providing them with information and support.
- for internal accounting and administration and to manage and administer any account you may hold with us.
- for debt recovery.
- to predict where we might be at risk of credit default by our customers and take action to manage that risk.
- for our regulatory reporting and compliance obligations.
- for purposes required or authorised by or under law (including purposes for which you have provided your consent).
- to provide advertising material to you regarding us, our clients, and other business partners.
- to personalise and customise your experiences with our website.
- to process any job application submitted by you.

To help us carry out these activities, we may disclose personal information to third parties, including:

- persons you have permitted to be added to your account as authorised contacts.
- our related entities and business partners.
- third-party service providers (who, for example, provide meter reading and other services).
- government departments or other government agencies such as ASIC, Police or the Australian Tax Office who make requests (for the purposes of responding to those requests).
- Energy Ombudsman (to investigate and respond to small use customer complaints).
- our professional advisors (for example, lawyers, auditors, accountants, etc).
- marketing agencies engaged by us.
- We will take reasonable steps to ensure that these third parties are bound by privacy obligations in relation to your personal information.

Credit and Credit Eligibility Information

Where we provide products or services to you on credit (that is, you will pay for those products or services after we start providing them to you), we are a credit provider in relation to the credit for the purposes of the Privacy Act. As such, we must comply with rules in the Privacy Act in relation to the handling of information relating to credit reporting.

We may collect credit related information about you and hold that credit information electronically and in hard copy form, both at our own premises and with the assistance of our service providers, when you apply for and open an account with us or at any time during the contract period where we feel we need to perform a credit check. This includes information we collect from you but may also be collected from other credit providers and from credit reporting bodies.

Credit information is information about your credit situation. The credit related information we collect may include:

- Your personal details such as identification and aliases.
- Your credit history.
- Details of any credit you have sought or obtained from other credit providers.
- Any credit rating or credit assessment score that a credit reporting body may provide to us ('credit eligibility information').
- Details of prior overdue payments, credit infringements, defaults, bankruptcies and judgments.

We collect, hold and use this credit related information to evaluate your credit eligibility and what level, if any, of credit we can provide to you or continue to provide to you, and to manage our relationship with you. This may see us deriving a credit assessment score in relation to you from information disclosed to us by credit reporting bodies.

If your application for credit is refused by us based on information provided to us by a credit reporting body or your credit status worsens during the term of the contract, we will inform you of this and provide you with the name and contact details of that body.

We may disclose your credit information to any credit reporting body, including information about your application, payment history and defaults. But before doing so, we must notify you of the name and contact details of the credit reporting body and of any other information specified in the Privacy (Credit Reporting) Code 2014. These credit reporting bodies may disclose credit information to other credit providers while assessing your credit worthiness.

We may report to any credit reporting body any information regarding your outstanding payments, defaults or payments more than 60 days overdue when we are permitted by law to do so. If the credit we have provided to you, including any late payment fees, accrued interest, or other fees we are legally permitted to charge, is then paid or is otherwise discharged, we will notify the credit reporting body that your payments are no longer outstanding.

We may also disclose information about you to debt collectors and other third parties, providing credit related services to us, and to third parties to whom we may assign your debts. We will take reasonable steps to ensure that these third parties are bound by privacy obligations in relation to your personal information.

Subject to some exceptions, you are entitled to access to credit eligibility information held about you.

If we hold credit eligibility information about you which is no longer required, we will take such reasonable steps to destroy the information or ensure it is de-identified.

Storage of information and security

Cleantech Energy takes every precaution to keep your personal information, sensitive information and credit information and credit eligibility information secure and safe, to manage the risks and to protect

from misuse and unauthorised access, disclosure or loss. We may store your information in hardcopy and/or in electronic form on computer services that is located in Austral For example, we have implemented technology controls and organisational processes to assist us to protect your personal information, including having in place confidentiality obligations for employees and contractors, as well as implementing systems and site access restrictions.

We take steps to protect the personal information we hold from misuse, interference and loss, and from unauthorised modification or disclosure.

Access to your personal information, credit information and credit eligibility information

You're welcome to ask for a written copy of the personal information and credit eligibility information we hold about you, at any time. To do this, simply contact us using the contact details specified at the end of this policy with your request and include your contact details. We will generally provide you with the information we hold, subject to some exceptions permitted by law. We'll contact you to establish proof of your identity before sending you these details.

If at any time you become aware that the personal information, credit information or credit eligibility information we hold about you is incorrect, incomplete, out of date, irrelevant or misleading, please contact us in writing to request that the information be corrected. We will consider and respond to your request within a reasonable period, generally within 5 business days.

Complaints

If you are concerned about the way we have handled your personal information, sensitive information or credit information or credit eligibility information, you should first contact us using the contact details given above. We will provide a written response to your request within a reasonable time, generally within 10 business days from hearing from you.

If you are not satisfied with the outcome of your complaint or we have not resolved your concerns, you can request to have this escalated to our General Manager by:

- emailing attention General Manager info@cleantechenergy.com.au or
- post attention General Manager PO Box 262 West Perth WA 6872 or
- by phoning (08) 6147 7555 and ask to speak to the General Manager.

We will respond to your complaint in a timely manner and in accordance with our Standard Complaints and Dispute Resolution Policy. To obtain a copy of this policy, please visit our website at www.cleantechenergy.com.au or contact us directly (08) 6147 7555.

We hope that any issue you have raised has been resolved by one our team members at CleanTech Energy or by escalating the issue to the General Manager. However, if we fail to provide you with a satisfactory outcome, you can refer the complaint to the Energy and Water Ombudsman in your relevant jurisdiction.

Energy and Water Ombudsman Contact Information

Victoria

Telephone: 1800 500 509
Interpreter service 131 450
Website: www.ewov.com.au
Address: Reply Paid 469, Melbourne VIC 8060
Email: ewovinfo@ewov.com.au

ACT

Telephone: 1800 060 789
Website: www.ombudsman.act.gov.au
Address: GPO Box 442, Canberra ACT 2601
Online Complaint: www.ombudsman.act.gov.au/making-a-complaint

New South Wales

Telephone: 1800 246 545
Website: www.ewon.com.au
Address: Reply Paid 86550, Sydney South NSW 1234
Email: complaints@ewon.com.au

Queensland

Telephone: 1800 662 837
Website: <http://www.ewoq.com.au>
Address: PO Box 3640 South Brisbane BC Qld 4101
Email: complaints@ewoq.com.au

South Australia

Telephone: 1800 665 565
Website: www.ewosa.com.au
Address: GPO Box 2947, Adelaide, SA 5001
Online Complaint: www.ewosa.com.au/index.php/about/submit-a-complaint

Tasmania

Telephone: 1800 001 170
Website: www.energyombudsman.tas.gov.au
Address: GPO Box 960 Hobart 7001
Email: energy.ombudsman@ombudsman.tas.gov.au

Western Australia

Telephone: 1800 154 004
Website: <http://www.ombudsman.wa.gov.au>
Address: PO Box Z5386 St Georges Terrace Perth WA 6831
Email: energyandwater@ombudsman.wa.gov.au