



# RED ENERGY - PRIVACY POLICY

## FOR COMMERCIAL AND INDUSTRIAL CUSTOMERS

Red Energy Pty Ltd ABN 60 107 479 372 is committed to complying with all of our privacy obligations under the *Privacy Act 1988* (Cth), including the Australian Privacy Principles. This policy sets out how Red Energy collects, uses and discloses personal information it may collect through its Commercial and Industrial customers, and how you may request access to your personal information (as that term is defined in the Privacy Act, and generally includes any information that can be used to personally identify you).

### 1. PERSONAL INFORMATION WE MAY COLLECT

We may collect personal information about you from a range of sources (including from you, customers, suppliers, employees, personal contacts, third parties (such as energy brokers) or publically available resources) and in a variety of ways (personal dealings, mail, telephone, email and the internet). We will only collect your sensitive information (as that term is defined in the Privacy Act, and includes information such as health records) with your consent or if required by law.

The types of personal information we collect about you may include your name, addresses, telephone numbers, other contact details (including email addresses) and details of any other interactions that you have with us.

In most cases, you will have to identify yourself when you deal with us (such as when you become a customer of ours or make an enquiry with us). If it is appropriate and practical in the circumstances, you may be able to remain anonymous or use a pseudonym when you deal with us.

You do not have to provide us with your personal information, but if you do not we may not be able to provide you with our goods and services, either to the same standard or at all.

### 2. WHY WE COLLECT AND HOW WE USE YOUR PERSONAL INFORMATION

Generally we will collect (or voluntarily receive) and use your personal information for the purpose of undertaking our business activities, in particular in order for us to provide you with our goods and services, manage our relationship with you, administering and managing our contracts with you, and to comply with our legal and regulatory obligations.

### 3. HOW WE MAY DISCLOSE YOUR PERSONAL INFORMATION

We may disclose your personal information to our related companies, any of our service providers including organisations that assist us with technology and security services (such as our service providers in Japan and Singapore who provide data management services, other organisations we engage to assist us with delivering our products and services to you, government and regulatory authorities (where required or authorised by law) or our professional advisers (including lawyers, business advisers and auditors). You agree to these disclosures in accordance with the safeguards in this privacy policy (consequently Australian Privacy Principle 8.1 will not apply to such disclosures).

### 4. SECURITY OF YOUR PERSONAL INFORMATION

We will take all reasonable steps to ensure that your personal information is kept securely and not misused, interfered with or disclosed unless in accordance with this Privacy Policy. We will destroy your personal information where it is no longer necessary to retain it or to fulfil the purposes for which it was collected or as required by law.

### 5. ACCESS, CORRECTION & COMPLAINTS

You can request more information about the way we manage your personal information, including access to or correcting that information (including access to or correcting your personal information if you believe it is inaccurate, incomplete, not up-to-date, irrelevant or misleading), or making a complaint, by contacting Red Energy's Privacy Officer at PO Box 4136 East Richmond Vic 3121 or by calling 131 806..



We will treat your requests or complaints confidentially and will contact you to discuss your concerns and outline options regarding how they may be resolved. We will contact you within a reasonable time after receipt of your complaint and aim to resolve your complaint in a timely and appropriate manner.

We may deny your request for access to Personal Information we hold about you in limited circumstances in accordance with the Privacy Act. If we do this, we will tell you why. We may also charge you a reasonable fee for accessing your Personal Information.

If you are not satisfied with our response to your query or with our resolution of your complaint, then you may make a further complaint to the OAIC (see <http://www.oaic.gov.au> for more information on how to do this). If your complaint relates to credit information, you may also make a complaint to a third party dispute resolution provider instead of the OAIC. We will advise you of the name and contact details of this third party when we contact you to discuss your complaint.

## **6. VARIATIONS**

We will review this Privacy Policy regularly, and may make changes from time to time. If we do so, we will update the policy on this website to reflect those changes. The updated versions of our Privacy Policy will be effective from the date of posting on our website.

This Privacy Policy was last updated on 12 March 2014.



## RED ENERGY - COLLECTION STATEMENT

Red Energy Pty Ltd ABN 60 107 479 372 is collecting your personal information in order to provide you with our goods and services, otherwise we may not be able to provide them to the same standard or at all. Any personal information collected, stored, used and disclosed by us will be treated in accordance with the *Privacy Act 1988* (Cth) and our privacy policy (available on our website). See our privacy policy for details on disclosures we may make to our related companies, service providers (including data management providers in Japan and Singapore), government and regulatory authorities and professional advisers, how you may access and correct your personal information, and how complaints may be made and will be handled. For more information on our privacy practices, please contact our Privacy Officer at PO Box 4136 East Richmond Vic 3121.