

## Privacy Collection Statement – for Customers or Potential Customers (Solar and/or Battery)

Red Energy Pty Ltd ABN 60 107 479 372 (**we, us or our**) is collecting your personal information (such as your name, address, contact details including email address, accurate identification information, banking or credit card details, details of your property and/or energy monitoring data) in order to provide you with our goods and services. We may also ask you for the personal information of third parties (such as a joint account holder or, in relation to a request by you for the supply and install of Solar and/or Battery). If we do not collect this personal information, we may not be able to provide our services to you to the same standard or at all. If you provide us with the personal information of another person, you must make them aware of the matters set out in this collection statement.

We will try to collect your personal information only from you, but in some cases we may collect personal information about you from third parties. If this happens, we will take reasonable steps to ensure that you are aware that your personal information has been provided to us and of the matters contained in this privacy statement. We may also collect personal information that is not sensitive information about you from our related companies, including where you are a customer of ours and also a customer of our related companies.

We may disclose your personal information to our related companies, to our service providers, manufacturers and contractors and to other energy companies (where this is necessary for us to be able to supply our services to you), as well as to government bodies and regulators where we are required or authorised by law to do this. We recommend that you make yourself aware of the privacy policies and terms of service of any product manufacturer and/or additional service provider involved in the purchase and installation of your Solar and/or Battery.

By signing up with us for Solar and/or Battery or where you otherwise provide us with your details (for example by registering your interest for Solar and/or Battery via our website or by calling our call centre), you agree that we (or any of our Australian related companies, service providers or other business parties) may contact you by any means (including by SMS or e-mail) in the future to let you know about goods, services, promotions, competitions or special offers which may be of interest to you. We may also disclose your information to other persons or entities who assist us in providing our services or running competitions or promotions or with other companies who provide prizes for competitions. If you do not wish for your personal information to be used for marketing, special offers or promotional purposes, you can opt-out by contacting our Customer Service Team on 131 806, emailing us at [enquiries@redenergy.com.au](mailto:enquiries@redenergy.com.au) or visiting our “Contact Us” page on our website [www.redenergy.com.au/contactus](http://www.redenergy.com.au/contactus).

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 at [www.redenergy.com.au/privacy](http://www.redenergy.com.au/privacy)).

See our privacy policy (on our website at [www.redenergy.com.au/privacy](http://www.redenergy.com.au/privacy)) for details on disclosures we may make to our related companies, service providers (including data management providers in Europe and USA, and our home products installers and manufacturers including those located in the USA or whose servers are located in the USA), government and regulatory authorities and professional advisers, how you may access and correct your personal information (including your credit information), and how complaints may be made and will be handled.

You can also ask us for a hard copy of this statement by contacting us on 131 806, or by emailing us at [enquiries@redenergy.com.au](mailto:enquiries@redenergy.com.au), visiting our “Contact Us” page on our website [www.redenergy.com.au/contactus](http://www.redenergy.com.au/contactus) or printing this pdf. For more information on our privacy practices, please contact our Privacy Officer at PO Box 4136 East Richmond Vic 3121.