



## **Privacy Policy**

**PowerHub Pty Ltd**

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## 1. Policy

PowerHub is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).

## 2. What is Personal Information and why do we collect it?

Personal Information is information that identifies an individual. Examples of Personal Information we collect include:

- If you are a customer - Your date of birth, address (supply and mailing if different), concession details (where applicable), other forms of identification (such as driver's licence or passport), payment details, ABN (if applicable) and information about your use of our products and services including energy usage and energy production information. For example, how much energy you use and when you use it, and how much energy you produce (e.g. solar) and when you produce it. We may also collect information about appliances used and the timing and efficiency of use where you have sensors or other technology installed.
- If you are an authorised representative on another person's account - first name, last name, date of birth, telephone number, address and the relationship with our customer.
- If you apply for a job with us - Information that you provide about your right to work, employment history, qualifications and ability, and your contact details.

This Personal Information is obtained in many ways including correspondence, by telephone, by email, via our website [www.powerhub.net.au](http://www.powerhub.net.au), from other publicly available sources, interviews, and from third parties such as the body corporate from multi-tenanted communities where we provide or intend to provide our services.

We collect and use your information, so we can:

- confirm your identity;
- provide you with the products and services that you have asked for;
- handle payments and refunds;
- communicate with you about your account;
- respond to applications, questions, requests or complaints that you have made to us;
- improve customer experiences and conduct market research;
- investigate possible fraud and illegal activity;
- comply with laws, including assisting government agencies and law enforcement investigations;
- if you have applied to work with us, assess your application; and
- manage our business.

If we don't have your personal information, we may not be able to do these things. For example, we may not be able to deliver the products or services you have asked for or respond to your questions.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### **Direct marketing**

We may also use your personal information to tell you about products or services that we think you might be interested in. We may send you marketing messages in various ways, including by mail, email, telephone and messaging service.

If you tell us how you would prefer to be contacted, we will contact you in that way where we can.

If you don't want to receive direct marketing messages, you can opt out:

- by phoning us on 1300 196 673;
- by emailing us at [support@powerhub.net.au](mailto:support@powerhub.net.au); or
- by following the instructions in any marketing communication you receive from us (for example, using the 'unsubscribe' link in an email or responding to an SMS as instructed).

Please note that we may still send you important administrative and safety messages even if you opt out of receiving marketing communications.

## **3. Sensitive Information**

Sensitive Information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. We mainly collect Sensitive Information when a customer needs to be registered as requiring life-support at the premises where we provide our services.

If required, Sensitive Information will be used by us only:

- for the primary purpose for which it was obtained;
- for a secondary purpose that is directly related to the primary purpose; and
- with your consent; or where required or authorised by law.

## **4. Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances, we may be provided with information by third parties such as the body corporate from multi-tenanted communities where we provide or intend to provide our services. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## **5. Disclosure of Personal Information**

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

We share your personal information with other people and companies where we need to for the purposes set out in section 2. This includes sharing:

- with our installation and maintenance partners, so they can make installations and maintain products and services that we offer;
- with other energy companies and other companies that help us deliver our products and services, or to migrate your service if you change energy providers;
- with credit reporting agencies to process new applications;
- with people that you have asked us to give your information to, such as your authorised representatives or legal advisors;
- to comply with laws, and assist government agencies and law enforcement; or
- if you have applied to work with us, with your previous employers to confirm your work history.

We also share personal information with people and organisations that help us with our business, such as professional advisors, IT support, and corporate and administrative services including debt collectors. We only do this where it's needed for those services to be provided to us. When we do this, we take steps to require our service providers to protect your information.

#### **Sending Personal Information Overseas**

Some of our service providers are located or operate outside of Australia. Where we need to, we send them information so that they can provide us services. The global service providers we use are also subject to the Privacy Act 1988.

## **6. Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

Our security measures include, but are not limited to:

- educating our employees about their obligations with regard to your personal information;
- ensuring our employees and outsourced service providers use passwords when accessing our systems;
- using secure networks or encryption when transmitting electronic customer data;
- storing personal information in secure, encrypted data centres;
- requiring any third parties engaged to provide appropriate assurances to handle your personal information in a manner consistent with the Privacy Act; and
- compliance with payment card industry security standards with respect to the storage and transmission of payment card details.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

However, most of the Personal Information is or will be stored in Customer files which will be kept by us for a minimum of 2 years if you stop being a customer of PowerHub.

## **7. Access to your Personal Information**

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us.

PowerHub will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

## 8. Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## 9. Policy Updates

This Policy may change from time to time and is available on our website.

## 10. Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us by phone at 1300 196 673, by email at [enquiries@powerhub.net.au](mailto:enquiries@powerhub.net.au) or by Mail to PO Box 110 Spring Hill QLD 4000.

More information about making a complaint can be found on PowerHub's website through the Standard Complaints & Dispute Resolution Policy & Procedure.

If a customer is not satisfied with the way in which PowerHub has handled a complaint or dispute, the customer can request to have the complaint addressed by a more senior manager. As a last resort, independent dispute resolution may be available through the relevant state energy ombudsman.

### *Queensland*

Website: [www.ewog.com.au](http://www.ewog.com.au)

Phone: 1800 662 837

Email: [complaints@ewog.com.au](mailto:complaints@ewog.com.au)

Mail: PO Box 3640, South Brisbane BC QLD 4101

### *New South Wales*

Website: [www.ewon.com.au](http://www.ewon.com.au)

Phone: 1800 246 545

Email: [complaints@ewon.com.au](mailto:complaints@ewon.com.au)

Mail: Reply Paid 86550, Sydney South NSW 1234

***South Australia***

Website: [www.ewosa.com.au](http://www.ewosa.com.au)

Phone: 1800 665 565

Mail: GPO Box 2947, Adelaide, SA, 5001

***Victoria***

Website: [www.ewov.com.au](http://www.ewov.com.au)

Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

Phone: 1800 500 509

Mail: Reply Paid 469, Melbourne VIC 8060

***Tasmania***

Website: [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au)

Email: [energy.ombudsman@ombudsman.tas.gov.au](mailto:energy.ombudsman@ombudsman.tas.gov.au)

Phone: 1800 001 170

Mail: GPO Box 960 Hobart 7001