

## Privacy Policy

**Last Updated: February 9, 2024**

### Introduction and Scope

At En3rgy Solutions (ABN 50 008 125 451), we hold your privacy in the highest regard and are dedicated to safeguarding your personal and credit-related information with the utmost care. This Privacy Policy underscores our unwavering commitment to preserving the confidentiality and security of your data while adhering to the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and Part IIIA (Credit Reporting). To access the complete APPs, please visit the Office of the Australian Information Commissioner's website [here](#). By using our Services, you consent to the collection, use, disclosure, and procedures outlined in this Privacy Policy.

We would like to inform you that, in line with our commitment to providing Valued Customer Rewards (VCR), we have transferred data held previously.

### This Privacy Policy Primarily Addresses:

1. The types of personal information collected and stored.
2. How information is collected and used.
3. Implications if you choose not to provide requested information.
4. How to request access to your stored personal information.

### Personal Information Collection

#### Personal Data

When you engage with our services, we may request specific personally identifiable information that allows us to contact or identify you ("Personal Data"). This information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, including state, province, ZIP/postal code, and city
- Employment status details
- Energy consumption records
- Residential status (homeowner or renter)
- Demographic information such as gender and age
- Information necessary for financial transactions, such as your billing address, other addresses related to you, and credit card or other payment information
- Images: We may collect any images that you submit to our Services.
- Audio and Voice: We collect audio through the Services, such as voice recordings that may be transcribed by us or a third party.
- Any other information relevant to the specific services we offer.

It is important to note that we do not seek or collect sensitive personal data, such as health-related details, religious beliefs, or ethnic origin.

## Usage Data

We may also collect information about how you access and use our services ("Usage Data"). This may include:

- Your computer's Internet Protocol (IP) address
- Browser type and version
- Pages of our service visited
- Time and date of your visit
- Time spent on pages
- Unique device identifiers
- Other diagnostic data

## Tracking and Cookies Data

We employ cookies and similar tracking technologies to monitor activity on our website and collect information for the enhancement of our services. Cookies are small data files that may include an anonymous unique identifier. You can configure your browser to refuse all cookies or notify you when a cookie is being sent, although this may limit certain functionalities.

## Analytics

We may use third-party Service Providers to monitor and analyze service usage, such as Google Analytics. You can opt out of Google Analytics data collection through browser add-ons.

## Third-Party Use of Cookies and Other Tracking Technologies

Some content or applications on our Services may be provided by third parties, such as advertisers and analytics providers. These third parties may use cookies and similar technologies to collect information about you when you use our Services. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and services. They may use this information for interest-based advertising or other targeted content. You can learn more about how to opt out of personalized ads from these third parties through their respective opt-out mechanisms.

## Collection Methods

We employ various means to acquire information:

- Directly from you when you express interest in our services
- Through forms completed on our website
- When you place an order or request a service.
- During your interactions with our website.
- From third-party sources, including credit reporting agencies.
- Through any correspondence we receive from you.
- In situations where it is unreasonable or impracticable to collect information directly from you, we may obtain data from third-party sources, such as publicly maintained records.

## Use and Disclosure

We utilize your information for the following purposes, including but not limited to:

1. Facilitating the delivery of our services and products in accordance with existing agreements.
2. Streamlining transactions and managing payments related to our services.
3. Collaborating with third-party service providers to enhance our services, products, and marketing endeavors.
4. Establishing efficient communication channels with you.
5. Continuously improving and upholding the quality of our products and services, including quality assurance and training.
6. Investing in the training and development of our staff to elevate service quality.
7. Fulfilling lawful and essential purposes, as mandated by regulations and laws. This includes meeting regulatory reporting and legal obligations, which may involve sharing information with regulatory bodies and law enforcement agencies to combat fraud and maintain security.
8. Providing quotations and engaging in negotiations for service agreements.
9. Offering dedicated customer care and support.
10. Managing claims and securing payments from insurance providers or fleet/leasing entities.
11. Vigilantly detecting and preventing fraudulent activities, as well as addressing trust and safety concerns as they arise.
12. Conducting credit and background checks, particularly for service applications on account or for suppliers.
13. Collaborating with subcontractors who play a crucial role in service provision, such as authorized dealers or contractors.
14. Administering and overseeing the services we offer, including the enforcement of statutory guarantees or warranties.
15. Sharing information about services of interest and promotional materials to keep you informed.
16. Resolving complaints, which may involve sharing information with your insurer or the responsible party for settling your account.
17. Utilizing information for employment application assessments, specifically to determine suitability for specific positions within our organization.

We may also utilize or disclose personal information for operational purposes, such as managing our IT infrastructure, databases, and website, as well as for statistical analysis and maintenance activities.

### **Access and Correction**

We acknowledge your right to access and request corrections to your personal information. Requests for access or amendments should be submitted in writing to our Privacy Officer. We are committed to verifying your identity before granting access or making any necessary corrections.

### **Opting Not to Disclose Personal Information**

You are under no obligation to provide personal information; however, withholding such information may impact our ability to provide certain products and services dependent on its collection.

Currently, there is no generally accepted standard on how to respond to Do Not Track signals, and we do not respond to such signals.

### **Requesting Removal of Personal Information**

You may request the removal and deletion of your stored personal information at any time by contacting us in writing.

You have the option to cease receiving our promotional emails by using the unsubscribe link included in the emails or by sending us an email expressing your desire to do so. Similarly, you can opt out of our other promotional communications by responding with "REMOVE" or by sending us an email making this request. Please note that even if you opt out of receiving promotional messages, you will still receive administrative messages from us. For instance, if you have received a promotional email, you can respond via email to request removal from future email distributions. However, please be aware that this opt-out will not affect information collected as a result of product purchases, warranty registrations, product service interactions, or other transactions with us.

We may reach out to you via email, SMS, or telephone to validate orders, confirm requested goods or services details, and facilitate communication pertaining to any provided goods or services. Additionally, you may receive periodic email communications regarding important technical, administrative, or legal notifications, as well as updates about our products and services, which we deem essential. Please note that these notifications are not considered commercial electronic messages, and therefore, there is no option to unsubscribe from them.

### **Providing Personal Information About Another Person**

If you provide personal information about another individual to us, you represent that you have the necessary authorization to share this information and that you will inform the individual about our data usage and disclosure practices. Additionally, you will communicate to them their right to access this information.

### **Transfer of Data**

Your information, including Personal Data, may be transferred to and maintained on computers located outside of your jurisdiction, where data protection laws may differ. By using our services and providing information, you consent to such transfers and agree to the terms of this Privacy Policy.

### **Disclosure of Data**

En3rgy Solutions may disclose Personal Data in the following circumstances:

- To comply with legal obligations
- To protect and defend rights or property
- To prevent or investigate possible wrongdoing
- To protect personal safety
- To safeguard against legal liability

We may share information with a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, in which personal information about our users is among the assets transferred.

### **Quality and Security**

Our dedication to data security is unwavering. Whether your information is stored electronically or in hard copy, we employ rigorous security measures. This information will not be shared with external entities or locations outside of Australia. However, it may be used to update other users on project statuses when relevant. These encompass confidentiality requirements for our employees, secure document storage, robust access controls, and advanced website protection mechanisms. Furthermore, we implement measures to destroy or permanently de-identify personal information when it is no longer required.

### **Service Providers**

We may engage third-party companies and individuals to facilitate our services, perform service-related functions, or analyze service usage. They have access to Personal Data solely for these purposes and are obligated not to disclose or use it for other reasons.

### **Children's Privacy**

Our services are not intended for individuals under the age of 18 ("Children"). We do not knowingly collect personally identifiable information from children. Parents or guardians aware of their child's data submission without consent should contact us, and we will remove such information.

### **Dealing Anonymously**

We recognize your desire for privacy. Thus, you may choose to interact with us anonymously or by using a pseudonym for general inquiries. However, please note that certain services may require identifying information.

### **Complaints**

If you have concerns related to privacy or wish to raise a complaint, please reach out to us at [webenquiries@en3rgy.au](mailto:webenquiries@en3rgy.au). We will promptly acknowledge your complaint and strive to resolve your concerns to your satisfaction.

### **Changes to this Privacy Policy**

We may update this Privacy Policy periodically. Notification of changes will be posted on this page. Please review this Privacy Policy regularly for updates, as changes become effective upon posting.

### **Contact Us**

For inquiries, access requests, complaints, or any other matters pertaining to this policy, please don't hesitate to contact our staff:

- Phone: 131 750
- Email: [webenquiries@en3rgy.au](mailto:webenquiries@en3rgy.au)
- Postal address: 49 Port Road, Thebarton, SA 5031

We appreciate your trust in En3rgy Solutions and assure you that we are committed to maintaining the highest standards of privacy and data protection.