



REAMPED ENERGY PTY LTD

Privacy Policy & Collection Notice
Version 2

Public Document



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VERSION CONTROL

Version	Amendment	Author and Date
Version 1	Initial Version	Jason Donald - 01.09.2017
Version 2	Document Review	Jason Donald - 25.02.2018



REAMPED ENERGY PTY LTD PRIVACY POLICY

This Privacy Policy relates to how ReAmped Energy Pty Ltd (ACN 605 682 684) and its associated entities (ReAmped Energy) collects and handles your personal information. In this policy “we”, “our” and “us” refers to ReAmped Energy.

For the purposes of this policy, “**personal information**” means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

This Privacy Policy explains how we will treat your personal information that you provide to us in any way. We review our Privacy Policy regularly to ensure it is up-to- date so we encourage you to review it from time to time via the link on our website (www.reampedenergy.com.au/privacypolicy)

1.0 | OPEN AND TRANSPARENT MANAGEMENT

We take our obligations under the Privacy Act 1988 (the Act) and the Australian Privacy Principles (APPs) very seriously and have implemented practices, procedures and systems to ensure we comply with those laws.

We are committed to maintaining the confidentiality and security of your personal information and managing it in an open and transparent way.

2.0 | COLLECTION OF SOLICITED PERSONAL INFORMATION

2.1 | TYPES OF INFORMATION COLLECTED

We collect and use your personal information for the purposes of carrying out our business of providing energy related products and services.

In the process of conducting our business, we collect a range of personal information about our current and prospective customers, users, suppliers, agents, service providers, other business associates and the people who run the businesses we deal with. This information can include such things as:

- name, residential address (and/or supply address), email address, phone numbers, gender, date of birth;
- financial information; and
- details of your browser, including domain name, IP address and the details of any website you linked from our website.



2.2 | PERSONAL INFORMATION (THAT IS NOT SENSITIVE INFORMATION)

We will only collect your personal information where:

- (a) it is reasonably necessary for us to pursue one or more of our functions or activities; or
- (b) we are required to by law.

2.3 | SENSITIVE INFORMATION

Some personal information (e.g. health information) is sensitive and requires a higher level of protection under the Privacy Act. We will only collect your sensitive information when:

- (a) it is required or authorised by law;
- (b) a “permitted general situation” exists as defined under the Act; and
- (c) a “permitted health situation” exists as defined under the Act.

2.4 | COLLECTION BY LAWFUL AND FAIR MEANS

We will only collect your personal information by lawful and fair means. This includes:

- (a) cookies and pixel tags. If you do not wish to use cookies, you can adjust your browser settings to reject cookies or notify you when they are being used; and
- (b) geo-location information. You may disable our collection and use of your location information at any time by turning location services off at the device level; and
- (c) Google analytics. You may choose to opt-out of Google Analytics using the Google Analytics Opt-out Browser Add-on.

2.5 | COLLECTION FROM YOU

We prefer to collect personal information **directly** from you as this is the best way to ensure its accuracy. It also provides you with an opportunity to contact us with any questions about our Privacy Policy. We also collect personal information about you indirectly using third parties (such as credit reporting agencies & credit providers).

Please see our Collection Notice (www.reampedenergy.com.au/CollectionNotice) for more information about how we collect personal information about you.



3.0 | NOTIFICATION OF COLLECTION

Before or at the time of collecting your personal information (or as soon as practicable afterwards) we will take reasonable steps to notify you or ensure you are aware of the following:

- (a) our identity and contact details;
- (b) circumstances where we are required or authorised by law to collect your personal information;
- (c) reasons why we have collected your personal information;
- (d) what may happen if we do not collect all or some of your personal information;
- (e) details of the persons or entities that we usually disclose personal information to;
- (f) how you may access and seek correction of your personal information;
- (g) how you can lodge a complaint with us;
- (h) we may disclose your personal information to third-party providers to countries located overseas. The ReAmped Collection Notice lists both the third-party organisations and their geographic location (country) where your personal information may be disclosed. The Collection Notice will be updated if your personal information is held with other organisations and countries overseas.

4.0 | USE OR DISCLOSURE

Personal information that is not sensitive

We will only hold your personal information for the purpose of carrying out our business of providing energy related products and services (**Primary Purpose**).

We will not use or disclose your personal information (not being sensitive information) for another purpose (**Secondary Purpose**) unless:

- (a) we first obtain your consent; or
- (b) you would reasonably expect us to use or disclose it for a Secondary Purpose that is related to the Primary Purpose or - in the case of sensitive information – directly related to the Primary Purpose; or
- (c) we are required to by law; or
- (d) a permitted general purpose exists; or
- (e) a permitted health situation exists; or
- (f) we reasonably believe it is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body. In this circumstance we will make a note of such disclosure.



5.0 | USE AND COLLECTION OF CREDIT-RELATED INFORMATION

Where we provide products or services to you on credit (where you pay for products or services after we start providing them to you), we are a credit provider for the purposes of the Privacy Act. When you apply for and open an account with us, we may collect credit related information about you, and hold that credit information electronically, both at our own premises and with the assistance of our service providers. This credit related information includes information we collect direct from you, and information we collect from other credit providers and/or credit reporting bodies. The credit reporting body we currently use to perform credit checks is Equifax, but this may vary from time to time.

5.1 | CREDIT-RELATED INFORMATION WE COLLECT

The credit related information we collect and retain includes:

- your personal details such as name, address, date of birth, contact details and any aliases;
- your credit history;
- details of any credit you have obtained or sought from other credit providers;
- your credit rating or credit assessment score that a credit reporting body may provide us; and
- any details of prior overdue payments, credit infringements, defaults, bankruptcies and judgments.

You understand that if we do not collect this credit-related information from you, then we will not be able to provide you with credit.

5.2 | WHY WE COLLECT CREDIT-RELATED INFORMATION

The purpose of us collecting this credit related information is to hold and use this information to:

- evaluate your credit eligibility;
- determine what level of credit, if any, we can provide to you (and continue to provide to you);
- manage our relationship with you when supplying you with electricity;
- collect payments you owe us;
- respond to any access or correction requests that you make;
- respond to any complaint that you make;
- comply with law or an order of a court or tribunal.

We may also use this information, along with information disclosed to us by relevant credit reporting bodies to derive a credit assessment score for you. If we refuse your application for credit based on information provided to us by a credit reporting body, we will inform you of this and provide you with the name and contact details of that body.



5.3 | WHEN WE DISCLOSE YOUR CREDIT-RELATED INFORMATION TO THIRD PARTIES

We may disclose your credit-related information to:

- credit reporting bodies (the credit reporting body we currently use is Equifax but this may vary from time to time). These credit reporting bodies may disclose this credit information to other credit providers while assessing your credit worthiness;
- debt collectors – both in Australia and overseas (and other third parties providing credit related services to us);
- to third parties to whom we may assign your debts – both in Australia and overseas;
- to other energy providers that provide or are considering providing, credit to you; and
- your guarantor (if any).

When permitted by law, we may report, to any credit reporting body, information relating to any outstanding payments (more than 60 days overdue) you have with us. If, after this report is made, any of the outstanding payments (along with any late payment fees, accrued interest, or other fees we are legally permitted to charge) are made or are otherwise discharged, we will notify the credit reporting body that your payments are no longer outstanding.

5.4 | CREDIT CARD SECURITY

Your credit card information is transmitted using Secure Socket Layer (**SSL**) protocol, which encrypts your information. We do not keep your credit card or bank account details. Your full credit card details will be encrypted and securely stored by our online payment provider.

6.0 | DIRECT MARKETING

6.1 | WHAT IS DIRECT MARKETING?

For the purposes of this policy, “**direct marketing**” is the promotion of goods and services directly to you including through emails, phone calls and the post..



6.2 | ADOPTION OF DIRECT MARKETING LAWS

How we use your personal information for direct marketing is tightly controlled by the Act. We will follow those laws to ensure you only receive direct marketing in circumstances where you are expecting to.

Under the Act we may use your personal information for the purposes of direct marketing if:

- (a) we collected the information directly from you; and
- (b) you would reasonably expect us to use or disclose your personal information for the purpose of direct marketing.

6.3 | OPTING-OUT

We will always provide a simple means for you to “opt-out” from receiving direct marketing, which typically involves an “opt-out” or “unsubscribe” link on emails, or through a pop-up on your screen when you provide personal information online.

If you do not want us (or third parties) to contact you about special offers or promotions of our products or services, you can select this option on your profile on our website or contact us on privacy@reampedenergy.com.au and we will add you to our “do not contact” list.

We will not use or disclose your personal information for the purposes of direct marketing material if you have previously told us not to.

If at any time in the future you do not want us (or one of our service providers) to send you direct marketing material or you wish to cancel a previous consent, please inform us by contacting us at privacy@reampedenergy.com.au. We will affect the change in a reasonable time and without charge.

7.0 | CROSS-BORDER DISCLOSURE OF PERSONAL INFORMATION

The ReAmped Energy Collection Notice discloses third-party organisations and their country locations where we hold or may disclose your personal information. We may disclose your personal information to an overseas entity when we:

- (a) have taken reasonable steps to ensure that they also treat it in accordance with the Act; or
- (b) reasonably believe that the overseas entity is subject to the same or similar laws to that found in the Act and there are ways that you can take action to enforce those overseas laws; or
- (c) are required or authorised by law; or
- (d) a permitted general purpose exists; or
- (e) a permitted health situation exists; or
- (f) we reasonably believe it is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.



8.0 | ADOPTION, USE OR DISCLOSURE OF GOVERNMENT RELATED IDENTIFIERS

We will not adopt a government related identifier as your identifier unless:

- (a) we are required or authorised by law; or
- (b) it is reasonably necessary to verify your identity for the purposes of our activities or functions; or
- (c) it is reasonably necessary to fulfil our obligations to an agency or State or Territory authority; or
- (d) it is required or authorised by or under an Australian law, or a court/tribunal order; or
- (e) some (but not all) permitted general situations exist; or
- (f) we reasonably believe it is reasonably necessary for enforcement related activities by, or on behalf of, an enforcement body; or
- (g) where it is allowed under the regulations.

9.0 | QUALITY OF PERSONAL INFORMATION

We will take such steps (if any) as are reasonable in the circumstances to ensure that your personal information we collect, use or disclose is accurate, up-to- date, complete and relevant.

10.0 | SECURITY OF PERSONAL INFORMATION

10.1 | PROTECTION

We will take such steps as are reasonable in the circumstances to protect your personal information:

- (a) from misuse, interference and loss; and
- (b) from unauthorised access, modification or disclosure.

10.2 | RETENTION

To the extent permitted by law, we may keep records of your personal information after the cancellation of your account for general business purposes.



10.3 | DESTRUCTION

When we no longer need your personal information for a permitted purpose and we are not required to keep it to comply with any laws, we will take such steps as are reasonable in the circumstances to destroy your personal information or to ensure that the information is de-identified.

11.0 | ACCESS TO PERSONAL INFORMATION

As a customer, you may access some personal information that we hold about you in the “Online Account” section of our website.

You may contact us at privacy@reampedenergy.com.au to request access to the personal information we hold about you. Once we receive your request, we will provide you with an email copy of your personal information that we hold unless:

- (a) we reasonably believe that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety; or
- (b) giving access would have an unreasonable impact on the privacy of other individuals; or
- (c) your request for access is frivolous or vexatious; or
- (d) the information relates to existing or anticipated legal proceedings between us and you, and would not be accessible by the process of discovery in those proceedings; or
- (e) giving access would reveal our intentions in relation to negotiations with you in such a way as to prejudice those negotiations; or
- (f) giving access would be unlawful; or
- (g) denying access is required or authorised by or under an Australian law or a court/tribunal order; or
- (h) we have reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to our functions or activities has been, is being or may be engaged in and giving you access would be likely to prejudice the taking of appropriate action in relation to those matters; or
- (i) giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- (j) giving access would reveal evaluative information generated within the entity in connection with a commercially sensitive decision-making process.

12.0 | CORRECTION OF PERSONAL INFORMATION

If the personal information we hold about you is inaccurate, out-of- date, incomplete, irrelevant or misleading, you can:

- update your information via your online account on our website; or
- where this is not possible, you can contact us at privacy@reampedenergy.com.au requesting that we correct the information (which will be done at no charge to you).



12.1 | CIRCUMSTANCES WHEN WE DECLINE TO MAKE CORRECTIONS

In certain circumstances we may decline to correct your personal information. When this occurs we will provide you with an electronically written notice that sets out:

- (a) the reasons for the refusal; and
- (b) the mechanisms available to complain about the refusal.

13.0 | MAKING A COMPLAINT

If you have a concern or complaint relating to our handling of your personal information or any breaches of the APPs, please notify us at privacy@reampedenergy.com.au by outlining the nature of the complaint. We will endeavour to respond to your complaint within 30 days of receipt. We take your privacy very seriously and all concerns will be handled by one of our qualified privacy representatives. All actions taken will be done in accordance with our Complaints and Disputes Resolution Policy available at (www.reampedenergy.com.au/complaintsdisputespolicy).

If unresolved, you have a right to escalate your complaint to one of the below government agencies for further resolution:

New South Wales

Energy & Water Ombudsman NSW
Reply Paid 86550
Sydney South NSW 1234
www.ewon.com.au
complaints@ewon.com.au
Free Phone: 1800 246 545
Free Fax: 1800 812 291

Queensland

Energy & Water OmbudsmanQLD
Mail: PO Box 3640
South Brisbane BC Qld 4101
www.ewoq.com.au
Email: complaints@ewoq.com.au or
info@ewoq.com.au
Free Phone: 1800 662 837
Fax: (07) 3087 9477

Office of the Australian Information

Commissioner
GPO Box 5218
Sydney NSW 2001
1300 363 992
www.oaic.gov.au
enquiries@oaic.gov.au

If you would like a copy of this Privacy Policy sent to you then please request it by contacting us at privacy@reampedenergy.com.au and we will provide you a copy of this Privacy Policy free of charge.

This policy was last updated January 2018.



REAMPED ENERGY PTY LTD COLLECTION NOTICE

This collection notice outlines how ReAmped Energy Pty Ltd (ACN 605 682 684) and its associated entities (**ReAmped Energy**), collect and handle your personal information in compliance with the Privacy Act 1988 (Cth). In this collection notice “we”, “our” and “us” refers to ReAmped Energy.

Further information on how we manage your personal information can be found in our Privacy Policy on our website (www.reampedenergy.com.au/privacy_policy) or by contacting us at privacy@reampedenergy.com.au.

1.0 | WHY DO WE COLLECT YOUR PERSONAL INFORMATION AND HOW WILL WE USE IT?

We collect and use your personal information for the purposes of carrying out our business of supplying electricity including but not limited to:

- a) confirm, assess, and ascertain your suitability to setup an account with us and utilise our products or services (including confirming and verifying your identity);
- b) satisfy our obligations arising from our contracts with you;
- c) assess your credit worthiness;
- d) enable us to comply with our legal and regulatory obligations to you and other third parties involved in the supply of electricity to you and your property;
- e) tailor our products, services and communications to you;
- f) respond and follow up on any queries, complaints or requests you might have made, and other customer care issues;
- g) undertake marketing activities such as mail-outs, emails, e-newsletters, SMS notifications and telephone calls;
- h) monitor, improve and administer our website;
- i) communicate changes to our products, services or terms and conditions;
- j) send you information about our products and services, offers and promotions;
- k) contact you to ensure customer satisfaction in respect of our role as your electricity provider;
- l) enable us to conduct surveys and analyse information pertaining to users of the Services and Website;
- m) enable us to comply with our legal and regulatory obligations in connection with legal proceedings, crime or fraud prevention, detection or prosecution; or
- n) collect debt.



In the process of conducting our business, we collect a range of personal information about our current and prospective customers, users, suppliers, agents, service providers, other business associates and the people who run the businesses we deal with. This information can include such things as:

- name, residential address (and/or supply address), email address, phone numbers, gender, date of birth;
- financial information (although we do not store any of your bank account or credit card information);
- marketing preferences;
- information you provide to us when we communicate via writing, email or phone;
- details of your browser, including domain name, IP address and the details of any website you linked from our website; and
- information we obtain from third parties in accordance with our Privacy Policy.

Your personal information is collected when you:

- (a) communicate with us, in person, by phone, on live chat through our website, in writing, by email, telephone, SMS, facsimile, direct mail or visit our website;
- (b) purchase or make enquiries about our products or services;
- (c) initiate and/or complete the sign-up process for us to supply you with electricity;
- (d) post messages directly or indirectly to our website or elsewhere (including our Facebook page or on our other social media accounts);
- (e) enter competitions, register for promotions or loyalty programs;
- (f) subscribe to receive marketing materials or request brochures or other information from us; and
- (g) complete surveys, other research or provide us with feedback.

2.0 | ARE THERE CIRCUMSTANCES WHERE WE COLLECT YOUR PERSONAL INFORMATION AND YOU MAY NOT BE AWARE?

Yes, we collect your personal information through:

- i. Cookies and pixel tags;
- ii. Geo-location information; and
- iii. Google analytics.



3.0 | DO WE COLLECT YOUR PERSONAL INFORMATION FROM THIRD PARTY SOURCES?

Yes, we may collect your personal information from third party sources such as credit reporting bodies, credit providers, other electricity suppliers, network companies, government agencies (including relevant State transport agencies, motor vehicle registers and the Personal Property Securities Register). We do not warrant that these third-party sources have the same level of privacy protection as us, and you should review their privacy policies to ensure compliance with the Privacy Act 1988 (Cth).

We may also collect your personal information from a third party when you are a part of a household that we supply electricity to. Where this occurs, we will assume you have consented to your personal information being collected by us and to us handling it in accordance with this collection notice and our Privacy Policy (www.reampedenergy.com.au/Privacy_Policy). You should let us know immediately if you become aware that your personal information has been provided to us by another person without your consent.

Alternatively, if you provide us with personal information about other individuals living at a household that we provide energy related products to, please make them aware of this collection notice and our Privacy Policy (www.reampedenergy.com.au/Privacy_Policy).

4.0 | DO WE COLLECT SENSITIVE INFORMATION?

Some personal information we collect will be more sensitive. For example, we may collect your health information if you are a Life Support/Vulnerable customer. We collect this information so we can verify and evidence you as a Life Support/Vulnerable customer to ensure continuous electricity supply to your premises. **We will not disclose your sensitive information to any other party.** By agreeing to this collection notice you are consenting to ReAmped Energy collecting, using and disclosing your sensitive information in accordance with this collection notice and our Privacy Policy (www.reampedenergy.com.au/Privacy_Policy).

5.0 | DO WE USE YOUR PERSONAL INFORMATION FOR DIRECT MARKETING?

We also use your personal information to send you marketing materials and information about our products and services, offers and promotions. **We will not use any sensitive information we collect from you for direct marketing without your prior consent.**

If you change your mind in the future, you may withdraw your consent by selecting this option on your online account on our website, clicking on the “unsubscribe” or “opt out” link on emails or by contacting us at and we will add you to our “do not contact” list.



6.0 | WHAT ARE THE CONSEQUENCES OF YOU NOT PROVIDING YOUR PERSONAL INFORMATION?

It may be difficult for us to provide you with our full range of products and services. In particular, if you do not provide acceptable identification, your name, the supply address, and evidence of your Life Support status (if applicable) we will not be able to supply you with energy related products.

7.0 | WHO WE ARE LIKELY TO DISCLOSE YOUR PERSONAL INFORMATION TO?

We may disclose your personal information to:

- government and industry regulators;
- credit reporting bodies;
- payment providers;
- customer managements platform supplier;
- data warehouse;
- mail out service;
- technical support providers;
- emergency services;
- electricity distributors (and other relevant industry bodies required to supply you with electricity); and/or
- website hosting provider.

8.0 | HOW CAN YOU ACCESS, UPDATE OR MAKE A COMPLAINT ABOUT OUR HANDLING OF YOUR PERSONAL INFORMATION?

By contacting us at privacy@reampenergy.com.au.

Our Privacy Policy contains information on how you can access your information, request changes and make a complaint if you have a concern relating to our handling of your personal information or any breaches of the Australian Privacy Policies. You can access our Privacy Policy on our website (www.reampenergy.com.au/Privacy_Policy). Alternatively, if you would like a copy sent to you then please request it by contacting us at privacy@reampenergy.com.au.



9.0 | DO WE DISCLOSE YOUR PERSONAL INFORMATION TO OVERSEAS ENTITIES?

We may disclose your personal information to the following entities overseas.

Entity	Location	Personal information disclosed
SendGrid https://sendgrid.com/	US	First and last name, address, electricity connection details, temporary account password.
Amazon Web Services https://aws.amazon.com/	US and Australia	All customer details
Nest Developments Ltd	New Zealand and India	Customer name, supply address, contact details, record of interaction between customer and ReAmped Energy, invoice history, customer emails and other electronic communication.
EnergyTech Global Private Limited http://energytech-global.com/	India	Customer name, supply address, contact details, record of interaction between customer and ReAmped Energy, invoice history, customer emails and other electronic communication.

Thank you for taking the time to read and complete this Collection Notice.

Please check the box below to confirm that you have understood how we handle your personal information.