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# Energy Trade Privacy Policy

## **Overview**

Energy Trade is committed to customer service and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the 10 National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs came into effect on 21 December 2001. The NPPs govern the way we collect, use, disclose, store, secure and dispose of your Personal Information.

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

## **What is personal information and why do we collect it?**

Personal Information is information or an opinion that identifies an individual.

Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers. This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website [www.energytrade.com.au](http://www.energytrade.com.au) and from third parties. We don't use cookies. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to credit reporting agencies and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from any mailing/marketing lists at any time; all you need to do is let us know.

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.

## **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.

If we ever collect any sensitive information it 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;
- with your consent; or where required or authorised by law.

## **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. In such a case we will take all reasonable steps to ensure that you are made aware of the information provided to us by such third party.

## **Disclosure of Personal Information**

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

- third parties where you consent to its use or disclosure; and
- where required or authorised by law.

## **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.

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 client files which will be kept by us for a minimum of 6 years.

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***Access to your Personal Information***

You have the right to 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 make out your request to us in writing.

Energy Trade will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information we hold on file.

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

***Maintaining the Quality of your Personal Information***

We will take reasonable steps to make sure that where we have your Personal Information, it is accurate, complete and up-to-date.

It is important that you advise us at the earliest opportunity of any changes to your Personal Information so that our records can be updated.

***Policy Updates***

This Policy may change from time to time. The Energy Trade Privacy Policy is available at our office, to anyone who requests it and available on our website.

***Complaints***

You can lodge a complaint with us about any breach of our Privacy Policy and our privacy obligations to you by contacting us via email [complaint@energytrade.com.au](mailto:complaint@energytrade.com.au)

***Privacy Policy Enquiries***

If you have any queries about our Privacy Policy please contact our Customer Service team: Ph: 1300 001 256 OR [info@energytrade.com.au](mailto:info@energytrade.com.au)