



Privacy Policy

Pooled Energy Pty Ltd (Pooled Energy) is bound by the Australian Privacy Principles contained in the Privacy Act (1988), an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information. All references to 'we', 'us', and 'our' in this Privacy Policy refer to Pooled Energy Pty Ltd.

Pooled Energy Credit Reporting Policy relating to our handling of personal information obtained from credit reporting bodies, and other credit related information, forms part of our Privacy Policy.

Pooled Energy is an integrated electricity retailer and pool automation system and services provider. We supply and sell electricity and related services together with pool services, to households and businesses, and therefore collect, hold, use and disclose information for this purpose.

Collection of Personal Information

Who does Pooled Energy collect personal information from?

We collect personal information from a variety of individuals and organisations, including:

- Customers and prospective customers
- Personal contacts of customers and prospective customers
- Suppliers
- Personal contacts within and of suppliers and corporate clients
- Energy providers and distributors
- Employees and contractors, and prospective employees and contractors
- Other individuals we come into contact with in the course of our business

Where you provide us with personal information about another person, you must have first obtained their consent to provide their personal information to us. Please make sure that you tell them about this Privacy Policy.

How does Pooled Energy collect personal information?

We collect personal information from a variety of sources, depending on the nature of your interaction with our business, including:

- Directly from you – in writing, electronically or via telephone
- Any forms you complete and we receive
- Our website
- When we supply products or services to you
- Your energy distributor and/or retailer
- Other third party sources, including where it is necessary to identify customers e.g. builders and real estate agents for notification of new occupants and tenants who are using energy
- When you supply products or services to us
- When you apply for a position with us
- Our events or promotions
- Public sources of information

What types of Personal Information does Pooled Energy collect?

The types of personal information we collect include your:

- Name, address, telephone number(s), and email address(es)
- Other identification information which may be required
- Bank account and/or credit card details
- Concession or discount entitlements
- Any information provided in completed forms you submit to us
- Energy usage and pool data, current and previous
- Site and equipment details, in particular any issues we or our contractors need to be aware of, and which may include those specifically relating to access, equipment location, safety, etc
- Enquiry and/or feedback details
- Interactions and transactions with us
- Organisation
- Employment, experience and education history, qualifications, eligibility to work, references, banking and superannuation details, and other potential employment related information

If you have special energy requirements, particularly where life support equipment is required at your address, or you may be entitled to health-related energy rebates, you may wish to provide us with health information. This information is a special category of personal information, known as sensitive information. We will obtain your consent before collecting, using or disclosing your sensitive information, unless required by law.

Online Collection

Please be aware that information transmitted over the internet is not secure, particularly where no encryption is used (e.g. email, standard HTTP web pages). We are only required to protect the security of personal information once it is in our possession. If you are concerned about transmitting your personal information over the internet, you can contact us by telephone or post. However, during our business activities, we may send information within our company, to and within our related companies, or to third parties, including over the internet.

Our website or online services may provide links to third party websites or services. We are not responsible for the privacy policies or practices of those sites or services, and suggest you obtain a copy of their published policies for your reference.

Use and Disclosure of Personal Information

How does Pooled Energy use your personal information?

We use your personal information to effectively conduct our business, including to:

- Verify your identity and personal information
- Supply our customers with our products and services
- Safely access and work at a customer site
- Provide regular, detailed bills
- Process payments, collect debts, and provide any refunds due
- Understand our customers' energy and pool usage and their future needs of these
- Analyse energy use, system performance and reliability
- Manage and provide maintenance of our system
- Test and develop upgrades and improvements to our system
- Improve and optimise our products and services
- Maintain and update our records, and complete administrative tasks
- Communicate with our customers
- Inform you of other products and services available
- Manage our relationships with our suppliers and other stakeholders
- Assess your application for potential employment, conduct background checks, and consider and contact you regarding current, future or other positions
- Comply with our legal obligations

How does Pooled Energy store your personal information?

We may store your information in hard copy and/or electronic format on computer servers that are secure.

Who does Pooled Energy disclose your personal information to?

To enable us to conduct our business activities, we may disclose your personal information to others, specifically our:

- Employees and contractors, and those within our related businesses
- Suppliers
- Billing services provider
- Bank
- Your energy distributor, and/or previous energy distributor and/or previous retailer
- Suppliers of potential employment related services (e.g. background check providers, law enforcement agencies, professional and trade associations)
- Government Agencies
- Credit Agency
- Collections Agency

We take reasonable steps to ensure that these third parties are bound by privacy obligations in relation to your personal information.

We may also use and disclose your personal information where required or permitted by law (e.g. to a law enforcement agency, government and regulatory authorities, or an industry ombudsman).

We may share your aggregated and anonymous information in a variety of ways, including to publish trends about energy use and conservation, to help utilities provide demand-response services, to provide data to Government and industry bodies, and to improve our integrated pool system. We have taken steps to ensure that the information is not personally identifiable, and we require any individual or business we share this information with to keep all information in its anonymous form. Pooled Energy will not disclose your personal information to any overseas recipients.

Integrity, Access to and Correction of Personal Information

We endeavour to ensure that the personal information we hold about you is correct. Please let us know if any of the personal information we hold about you is inaccurate, incomplete, or out of date, and we will take reasonable steps to correct it.

You may request access to the personal information we hold about you, and subject to some exceptions required by law, such access will generally be provided. Please note that in some circumstances we may need to limit your access, particularly if that access would disclose personal information about another

person, would disclose commercially sensitive information, or be unlawful. To request access to your personal information, please write to us at the postal address below.

You can tell us if you do not consent to receive Pooled Energy products and services marketing offers by contacting us at the. Our contact details are in this Policy in the 'How to Contact Us' section.

Complaints with regard to Privacy

Should you have any concerns or complaints about the way we have handled your personal information, please write to us at the postal address below providing details of the situation or incident. We will investigate your concern or complaint, endeavour to resolve it, and respond to you in writing within 30 days.

If your privacy concern or complaint is not resolved to your satisfaction, you may contact:

- Energy and Water Ombudsman NSW at www.ewon.com.au and on 1800 246 545
- the Office of the Australian Information Commissioner at www.oaic.gov.au and on 1300 363 992

Credit Reporting Policy

From time to time, we may request credit reports from credit reporting bodies. These reports contain information which help us assess your application for credit with us, including information about your credit history with other credit providers.

Credit reports are designed to assist credit providers to accurately assess an individual's ability to repay credit.

Pooled Energy may request a report from a credit reporting body, by providing information to the credit agency that identifies you.

We disclose information to the following bodies:

Dun & Bradstreet (Australia) Pty Ltd

Website: www.dnb.com.au

Veda Advantage Information Services & Solutions Limited (VISS)

Website: www.veda.com.au

These agencies are required to have a policy detailing how they will manage your personal information. You can contact them directly on the details above to find out more about how they manage your information.

Changes to this Privacy Policy

From time to time this Privacy Policy may be updated, and you should refer to our website for the most up to date version. A downloadable PDF copy of our Privacy Policy is located on our website and can be viewed at www.pooledenergy.com/ourpolicies

This version of our Privacy Policy is dated: 30 June 2014

How to Contact Us

If you have any questions about how we handle your personal information, would like a copy of this Privacy Policy sent to you, would like to change your contact preferences, or need any further information, please contact us by:

Telephone: 1300 364 703

Post: PO Box 652 NORTHBRIDGE NSW 2063

Email: info@pooledenergy.com

Website: www.pooledenergy.com