

## 1. Purpose

This policy outlines how Discover Energy conducts direct marketing activities in Victoria and how we comply with applicable laws and regulations.

We are committed to ensuring our marketing practices are transparent, fair, and compliant, and that customers can easily manage their preferences.

## 2. Consent to Marketing

By providing your personal information to Discover Energy, you may provide express and informed consent to receive marketing communications about our products and services.

However:

- We will only send marketing communications where permitted by law
- Consent must be **clear, voluntary, current, and specific**
- You may withdraw your consent at any time

### **Important:**

Consent is not indefinite and must be regularly reviewed. We will not rely on outdated or implied consent.

## 3. How We May Contact You

We may contact you using:

- Phone calls
- SMS or MMS
- Email
- Post
- Digital advertising (including websites, apps, and social media platforms)

All communications will comply with applicable laws, including identification of Discover Energy as the sender.

## 4. Marketing Before, During, and After a Contract

We may contact you:

- Before you enter into an agreement
- While you are a customer
- After your agreement has ended

However, we will not continue marketing to you if you have opted out, regardless of your customer status.

## 5. Do Not Call Register Compliance

We comply with the **Do Not Call Register Act 2006**.

- We will not make unsolicited telemarketing calls to numbers listed on the Do Not Call Register unless an exemption applies (e.g. consent or existing relationship)
- Calling hours will comply with legal restrictions

## 6. Electronic Marketing Compliance

We comply with the Spam Act 2003.

All electronic marketing messages will:

- Include our identity and contact details
- Include a clear and functional unsubscribe option
- Only be sent with consent

## 7. Victorian Energy Marketing Requirements

In Victoria, we also comply with the Energy Retail Code of Practice, including:

- Obtaining **explicit informed consent** before entering into an energy contract
- Ensuring all representations are accurate and not misleading
- Providing required disclosure information during marketing interactions
- Complying with rules relating to **door-to-door and telemarketing conduct**

## 8. Your Marketing Preferences and Opt-Out Rights

You can opt out of marketing communications at any time.

**Ways to opt out:**

- Through your **MyAccount**
- Completing a Do Not Contact form on our website
- Contacting our customer service team (phone or live chat)
- Clicking “unsubscribe” in emails or SMS messages

Once you opt out:

- We will stop sending marketing communications as soon as practicable
- Your request will be processed in accordance with legal timeframes

## 9. Respecting Your Preferences

- We will respect your preferred contact method where possible
- We maintain a **Do Not Contact list**
- We will not sell your personal information for third-party marketing

## 10. Record Keeping and Compliance

We maintain records of:

- Customer consent
- Opt-out requests
- Marketing communications

We regularly review our marketing practices to ensure compliance with applicable laws.

## 11. Contact Us

If you have questions about this policy or your marketing preferences:

**Discover Energy Pty Ltd**

Phone: 1300 658 519

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