



Privacy Policy

1. Introduction

Discover Energy Pty Ltd (ABN 20 619 204 750) (**Discover Energy, we, us, our**) is an authorised electricity retailer operating in the National Energy Market.

We are committed to protecting your privacy and handling your personal information in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**), the Australian Privacy Principles (**APPs**), and other applicable laws that may apply in respect of the collection of personal information.

This Privacy Policy explains how we collect, use, disclose, and manage your personal information and we use the terms:

- 'customers' to refer to individuals who engage us to provide goods and services, and individuals at business who engage us to provide goods and services. This also includes prospective customers;
- 'suppliers' to refer to individuals who provide us with goods or services, and individuals at businesses who provide us with goods or services;
- 'visitors' to refer to individuals who engage with us on our website, or who enquire about our functions or activities via electronic means;
- 'applicants' to refer to individuals who apply for employment or other engagement with us.

In some circumstances, you may belong to more than one of these groups, and multiple sections of this Privacy Policy will then apply to you.

By using our services or interacting with us, you agree to the handling of your personal information as set out in this policy.

2. What Personal Information We Collect

The kinds of personal information we collect about you depends on our relationship with you, and we limit the information we collect to what is reasonably necessary for one or more of our functions or activities. Generally, we will collect your name, and other information relevant to providing you with the information, goods and services (as applicable) you are seeking.

If you are a customer, we will also collect your address (supply and mailing if different), date of birth, address history (where relevant), concession details (where relevant), other forms of identity (such as a driver's licence or passport details), payment details, credit related information, ABN (for sole traders and partnerships), marketing and communication preferences, information about your property (including your metering identifier), information about your energy usage (including smart meter data), and information related to your interactions with us. We may also collect sensitive information where necessary to provide you with the products and services, such as where there is life support equipment in use at the supply address.

If you are a supplier, we will also collect your contact details, ABN (for sole traders and partnerships), business name, bank account details (for payment of your invoices), and

information about your role.

If you are a visitor, we will also collect your email address, information about your use of the website and the device you are using (including numbers that identify your device, IP address, geographic location of your IP address and device where that is relevant to the services and information we are providing, cookie information and user preferences). You may choose to enable or disable information you share with us via the website in your browser or device settings. Disabling the sharing of some information may affect your ability to use certain features of the website and your visitor experience generally.

If you are an applicant, depending on your potential or actual position with us, we will also generally collect your personal information contained within an application and CV/resume, employment history, personal information derived from a reference, performance information derived from an interview, personal information derived through testing (including psychometric or aptitude testing, as applicable), licenses and other certificates and qualifications, and information included in a passport, birth certificate, visa or other documentation demonstrating your right to work in Australia.

We support your ability to make decisions about the personal information you provide to us, however if you choose not to provide us with the information requested, or it is incomplete or inaccurate, we may not be able to provide you with the information, goods, and services you are seeking. If you are an applicant, refusal to provide personal information may mean we are unable to process your application.

3. How We Collect Personal Information

We generally collect personal information directly from you, including:

- through applications, calls, emails, online forms
- through your use of our services or website

We may also need to collect personal information about you from third parties, including:

- Credit reporting bodies
- Energy market participants (e.g. distributors, Australian Energy Market Operator)
- Service providers and data partners
- Through cookies and digital tracking technologies
- From publicly available sources

We may record phone calls for training, verification, and compliance purposes.

Except as otherwise permitted by law, we only collect sensitive information about you if you consent to the collection of the information and if it is reasonably necessary for the performance of our functions and activities. Consent may be implied by the circumstances existing at the time of collection. There may also be circumstances under which we may collect sensitive information without your consent, as required or authorised by law.

4. Why We Collect and Use Your Information

We will generally collect and use your personal information to:

- Provide and manage energy services
- Set up and maintain your account
- Verify your identity
- Process payments and billing
- Assess credit applications
- Communicate with you (including outages, changes, support)
- Improve our products, services, and customer experience

- Comply with legal and regulatory obligations
- Prevent fraud and manage risk
- if you are a supplier: purchasing goods or services from you, and enquiring about your goods and services
- if you are a customer or visitor: streamlining and personalising your experience on our website and tailoring our information, goods and services for you; and
- if you are an applicant, considering your application with us.

We may also collect and use your personal information:

- to provide you with information about other goods and services that we or our related entities and other affiliated organisations offer that may be of interest to you. You may unsubscribe from our mailing/marketing lists at any time by using the unsubscribe feature on any emails we send, or otherwise contacting us in writing. We do not use your sensitive information for direct marketing purposes
- to deidentify and aggregate personal information about you and your use of our goods and services to improve the quality of our goods and services, and for research purposes. After we delete personal information, we may retain de-identified and anonymised information (that can no longer be associated with you) and may continue to use this de-identified data indefinitely without further notice to you
- for any other purpose identified at the time of collection.

We may use or disclose personal information for secondary purposes where it would be reasonable to expect us to do so, and that secondary purpose is related (or directly related in the case of sensitive information) to the primary purpose set out above.

5. Disclosure of Personal Information

We generally disclose your personal information for the purposes for which it was collected (set out above). We may disclose your personal information to:

- Our related companies
- Our employees, contractors, consultants and other parties who require the information to assist us with the purposes for which it was collected, and with establishing, maintaining or terminating our relationship with you
- Third party service providers (e.g. IT and technology service providers, metering providers, insurers, recruitment providers and professional advisers such as lawyers, accountants, and auditors)
- Energy market participants (e.g. distributors, AEMO)
- Credit reporting bodies and other credit providers
- Debt collection agencies
- Government, regulatory, or law enforcement bodies
- Third parties where you have consented

We may expand or reduce our business, and this may involve the sale and/or transfer of control of all or part of our business. Personal information, where it is relevant to any part of the business for sale and/or transfer, may be disclosed to a proposed new owner or newly controlling entity for their due diligence purposes, and upon completion of a sale or transfer, will be transferred to the new owner or newly controlling party to be used for the purposes for which it was provided.

6. Overseas Disclosure

We are assisted by a variety of external service providers to operate our business and to

provide you or someone else on your behalf with the information and services sought. Some of these service providers may be located overseas, including in regions such as:

- Tally Group located in New Zealand
- Callnova Inc in the Philippines
- Ousiwei Energy Technology Co Ltd in China

Where this occurs, we take reasonable steps to ensure such third party service providers have appropriate security for your personal information and that your personal information is handled by those third party service providers in accordance with Australian privacy standards.

7. Data Security

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Despite these reasonable steps, if you provide any personal information to us or if we provide personal information to you, the privacy, security and integrity of your personal information cannot be guaranteed during its transmission unless we have indicated beforehand that a particular transaction or transmission of information will be protected (for example, by encryption).

These measures include:

- Access controls and authentication
- Encryption and secure storage
- Staff training and confidentiality obligations
- Regular security reviews

8. Direct Marketing

We may use your personal information to send you information about products, services, and offers. We will only send you direct marketing communications and information about our goods and services via email or SMS with your consent (which may be implied in some communication).

You can opt out at any time by:

- Clicking “unsubscribe” in communications
- Contacting us directly

We comply with the *Spam Act 2003* (Cth) and *Do Not Call Register Act 2006* (Cth) and do not provide your personal information to other organisations for the purposes of their direct marketing and will not sell, rent, or lease our customer lists to third parties. If you believe you have received direct marketing in violation of these laws or other anti-spam law, please contact us using the contact information in the Privacy Policy.

9. Cookies and Website Tracking

Our website uses cookies, pixels and web beacons (**Tracking Tools**) to:

- Improve website functionality
- Analyse usage and performance
- Personalise your experience

A "cookie" is a small data file placed on your machine or device which lets our digital service store information. Cookies are not executable programs and cannot do anything to your computer.

A pixel or web beacon is a JavaScript code snippet embedded on a web page that collects data about user interactions and behaviours. Pixels are often used for remarketing (that is, serving targeted ads on social media platforms or other websites).

You may refuse to accept cookies through your browser settings. However, please note that if you do this, you may not be able to use the full functionality of our website.

Our website also uses a number of third party services that utilise Tracking Tools. Use of your personal information by these third parties is also subject to their own privacy policies. For details on how each provider uses information collected through Tracking Tools, please refer to their respective websites. The third party services we use include:

- Google Analytics, for audience measurement and website optimisation
- Meta Pixel for advertising analytics and remarketing on Meta platforms such as Facebook and Instagram

The information that is disclosed in relation to third party cookies is:

- Information about your use of our website, your IP address, browser type, ISP and referring/exit pages;
- Pseudonymous identifiers such as cookie, browser and session IDs
- Session metrics such as your session start time, duration, pages per session and engagement time
- Website engagement metrics such as clicks, time spent on pages and scroll behaviour

10. Access and Correction

You have the right to:

- Request access to your personal information
- Request correction of inaccurate or outdated information

To do so, contact us using the details below.

There are no charges for requesting access to or the correction of your personal information, however we reserve the right to charge you any reasonable administration fees associated with your request. We will notify you in advance of any applicable fees.

We endeavour to respond to requests within 30 days, but will otherwise respond within a reasonable period. We may decline a request for access to personal information in circumstances prescribed by the Privacy Act. If we decline a request for access, where reasonable, we will provide you with our reasons and information about your ability to complain about such refusal.

In order to protect the confidentiality of your personal information, details of your information will only ever be passed on to you where we are satisfied that the information relates to you. Accordingly, we may request documentation from you which confirms your identity before passing on any personal information which relates to you.

If you believe the information we hold about you is incomplete, not up to date, or is inaccurate, please advise us as soon as possible. We will take reasonable steps to correct the information if we agree that it is incomplete, out of date, or inaccurate. We will strive to process any request within 30 days.

11. Complaints

If you have a complaint about our Privacy Policy or the way we handle your personal information, please contact us first at the details below.

We will investigate and attempt to resolve your complaint in accordance with the Privacy Act.

If you are not satisfied with our response, you can contact the:

- Office of the Australian Information Commissioner

To lodge a complaint, visit the 'Complaints' section of the Information Commissioner's website, located at <http://www.oaic.gov.au/privacy/privacy-complaints>, to obtain the relevant complaint forms, or contact the Information Commissioner's office.

12. Contact Us

Discover Energy Pty Ltd

Phone: 1300 658 519

Email: customerservice@discoverenergy.com.au

Privacy Officer

Discover Energy

PO Box 1353 Macquarie Ctr PO

Macquarie Park NSW 2113

13. Changes to the Privacy Policy

The Privacy Policy is subject to change at our discretion, and we will update it from time to time. The current version will always be available at our website at <https://www.discoverenergy.com.au/>. If we change this Privacy Policy in any material way, we will post a notice on our website (as relevant) along with the updated Privacy Policy.