

1. Introduction

Discover Energy Pty Ltd (ABN 20 619 204 750) 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**, the Australian Privacy Principles (APPs), the Credit Reporting Privacy Code, and other applicable laws.

This Privacy Policy explains how we collect, use, disclose, and manage your personal information.

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

We may collect the following types of personal information:

Identification and Contact Details

- Name, address, date of birth
- Phone number and email address
- Identification details (e.g. driver's licence, passport)

Account and Service Information

- Energy usage data (including smart meter data)
- Billing and payment information
- Account history and interactions

Credit Information

- Credit history and repayment behaviour
- Information from credit reporting bodies (CRBs)

Technical and Usage Data

- Website and app usage data
- IP address, device information, cookies

Sensitive Information

We generally do not collect sensitive information unless necessary.

This may include:

- Health information (e.g. life support requirements)
- Concession eligibility

We will only collect sensitive information with your consent or where required by law.

3. How We Collect Personal Information

We collect personal information in several ways, including:

- Directly from you (applications, calls, emails, online forms)
- Through your use of our services or website
- From third parties, including:
 - Credit reporting bodies
 - Energy market participants (e.g. distributors, AEMO)
 - 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.

4. Why We Collect and Use Your Information

We 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

5. Disclosure of Personal Information

We may disclose your personal information to:

- Related companies
- Service providers (e.g. billing, IT, metering, customer support)
- 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 take reasonable steps to ensure third parties handle your information securely and in accordance with applicable laws.

6. Overseas Disclosure

Some of our service providers may be located overseas, including in regions such as:

- Asia
- Europe

Where this occurs, we take reasonable steps to ensure your personal information is handled in accordance with Australian privacy standards.

By providing your information, you consent to this disclosure.

7. Data Security

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

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.

You can opt out at any time by:

- Clicking “unsubscribe” in communications
- Contacting us directly

We comply with the **Spam Act 2003** and **Do Not Call Register Act 2006**.

9. Cookies and Website Tracking

We use cookies and similar technologies to:

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

You can manage cookies through your browser settings.

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.

11. Complaints

If you have a privacy complaint, please contact us first.

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

- Office of the Australian Information Commissioner
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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