

PRIVACY COLLECTION STATEMENT (v2.0)

20 November 2023

At Aurora Energy Pty Ltd ('**Aurora Energy**'), we value your privacy. This Privacy Collection Statement sets out the types of personal information we usually collect, the purposes for which we collect it, and to who we may disclose it. It also sets out some key parts of our Privacy Policy which may be viewed at auroraenergy.com.au. All references to 'we', 'us' and 'our' in this Privacy Collection Statement refer to Aurora Energy.

Collecting your personal information

When you interact with us, we may collect your personal information. The types of personal information we collect includes (but is not limited to) your name, residential address, email address, telephone number date of birth, payment details, and information related to the services provided to you such as metering data. In some circumstances we may also collect sensitive information about you (for example, if life support equipment is used at your supply address or if you are a concession customer).

We collect personal information directly from you (including if you are a past, present or prospective customer) in a range of ways. This may be in-person or by telephone, mail, email or online. We also collect personal information through our website (including via cookies), digital products, digital applications and social networks. For example, when you fill out an electronic form with us, or you use aurora+.

Collecting personal information from other sources

We sometimes collect personal information about you from a third party. For example, we may collect your personal information from your authorised representative, energy distributor, other energy retailers (if you move to us from that retailer), credit reporting bodies, our agents or third parties with whom we have business relationships, and through publicly available sources such as websites and directories.

If you provide us with personal information about another person (such as an authorised representative), we will assume that you have received their consent to do so and have notified them of this Privacy Collection Statement.

Collection required by law

We may also collect your personal information if it is required or authorised by or under an Australian law (e.g. energy law) or court/tribunal order.

Purpose for collecting personal information

We collect, use and disclose your personal information for a range of purposes including (but not limited to):

- to provide products, services and information;
- billing, payment and accounts;
- managing complaints and inquiries;
- ensuring compliance with regulatory and legal requirements;
- managing, administering and improving the products and services we provide;
- developing new products and services; and
- to conduct competitions and promotions, and undertake marketing activities with your express or implied consent (if you do not wish to receive this information you can opt out of this service).

What happens if you don't provide your personal information to us?

If you choose not to provide your personal information to us, we may not be able to provide you with the services or information you require.

Disclosing your information to third parties

We may routinely disclose your personal information to third parties, including (but not limited) our contractors and service providers such as Metering Dynamics, Yurika, TasMetering and TasNetworks (Metering Coordinator), Chandler Technologies and Zipform (Mail house), Premier (Telecommunications), Oracle and Hansen Technologies (Customer Management), Bidgely (Energy Disaggregation Technology), and Google Analytics/Tag Manager (Data Analytics). We may also disclose your personal information to our Board and shareholders, Government agencies (such as Centrelink), State based Energy Ombudsman and law enforcement agencies and, where relevant, your energy distributor and other energy retailers (if you move from us to that retailer).

It is also important to note that we may disclose your personal information to a credit reporting body in certain circumstances. Our Credit Reporting Policy and our Credit Reporting Statement of Notifiable Matters can be found at auroraenergy.com.au. These documents contain important information on credit reporting, including the credit reporting bodies to which we are likely to disclose your credit-related personal information, your rights in relation to such information (such as rights to access and request corrections) and whether we are likely to disclose such information overseas. We can also provide you with a copy of these documents on request.

Disclosing your personal information overseas

Some of the organisations listed above may be located overseas. This may include countries such as the United States of America. When we do so, we will ensure that the service provider meets a high standard of security for storage of data and take reasonable steps to ensure that the service provider handles or stores your personal information in accordance with applicable Australian law.

Accessing and correcting your personal information

You have the right to access and correct your personal information held by us about you. You can find out how to access the personal information we hold about you and how to correct that information by;

- reading our Privacy Policy at auroraenergy.com.au;
- contacting our Privacy Officer at privacy.officer@auroraenergy.com.au; or
- contacting us on 1300 13 2003.

Complaints

Please let us know if you have any queries or concerns about privacy. You can find out how to make a privacy complaint and how we deal with privacy complaints by;

- reading our Privacy Policy available at auroraenergy.com.au;
- contacting our Privacy Policy Officer at privacy.officer@auroraenergy.com.au; or contacting us on 1300 13 2003.8