

# Privacy Policy (External) (v5.0)

## VERSION HISTORY

Rev No.	Date	Revision Description	Approval
1.0	June 2016	Reviewed and approved new internal and external Privacy policies.	Chief Executive Officer
2.0	March 2019	Implementation of current template and periodic review, including minor administrative amendments.	Chief Executive Officer 21 March 2019
3.0	April 2020	Administrative amendments required as a result of the 2019 Operational Reset and 2020 COVID-19 Pandemic.	Chief Executive Officer 21 May 2020
4.0	November 2023	Periodic Review conducted including alignment with best practice across the Privacy Act and the PIP act, in addition amendments to the Online collection statement	Chief Executive Officer 20 November 2023
5.0	November 2024	Amendments to align drafting about marketing activities with best practice.	Chief Executive Officer 20 November 2024

## AUTHORISATIONS

<b>Prepared by:</b>	Senior Corporate Counsel	November 2024
<b>Reviewed &amp; endorsed by:</b>	Company Secretary/General Counsel	November 2024
<b>Approved by:</b>	Chief Executive Officer	20 November 2024
<b>Next Review:</b>	3 years	November 2026

## CONTACT FOR ENQUIRIES (POLICY OWNER)

Oliver Cousland – Company Secretary/General Counsel  
**Email:** [oliver.cousland@auroraenergy.com.au](mailto:oliver.cousland@auroraenergy.com.au)

## 1. Introduction

This Privacy Policy applies to all personal information collected and managed by Aurora Energy Pty Ltd (**'Aurora Energy'**). All references to 'we', 'us' and 'our' in this Privacy Policy refer to Aurora Energy.

We are bound by the *Personal Information Protection Act 2004* (Tas) (**'PIP Act'**) and the *Privacy Act 1988* (Cth) (**'Privacy Act'**) including the Australian Privacy Principles (**'Principles'**). The Principles help protect the confidentiality of individuals by regulating the way personal information is collected, used and disclosed. A link to these Principles can be found at <http://www.oaic.gov.au/privacy>.

To find out how we manage your personal information when dealing with credit providers, please see our Credit Reporting Policy and Credit Reporting Statement of Notifiable Matters detailed on our website. 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.

## 2. Summary

We respect your right to privacy, and complying with Commonwealth and State legislative requirements in relation to the collection and management of personal information is a priority for us.

Personal information has the meaning given in the Privacy Act and includes information or an opinion that identifies an individual, or from which an individual can be reasonably identifiable (for example, our customer's name, residential address, telephone number and email address). This may also include information obtained for the purpose of selling or supplying electricity, such as metering and usage data.

This Privacy Policy explains how we collect and manage personal information in accordance with our obligations, including the Principles. It also describes generally the types of personal information we hold, how it is collected, used and disclosed.

You can contact us with any queries or concerns about privacy or this Privacy Policy using the details provided below in Section 7.

## 3. Collection of Personal Information

We collect personal information about you in a range of circumstances and ways.

### 3.1 Why is personal information collected?

We only collect personal information for purposes related to our functions and activities or otherwise as required or authorised by or under Australian law (for example, energy law) or court/tribunal order. Examples of Aurora Energy's functions and activities include:

- the sale and supply of electricity and/or gas and other products and services we offer;
- billing, payment, accounts and related services;
- managing, administering and improving the products and services we provide;
- developing new products and services;

- managing complaints and inquiries;
- conducting competitions or promotions, and undertaking tele-marketing and e-marketing activities (where you have provided expressed or implied consent to contact you) until such a time as you opt out of those direct marketing communications; and
- the recruitment of employees and prospective employees, and engagement of contractors.

### **3.2 What types of personal information are collected?**

The types of personal information we collect may include:

- proof of identity and contact information including name, residential and postal address, email address, telephone numbers and date of birth (which may be via marriage certificates, birth certificates, drivers licences, passports or other official documentation);
- financial details such as bank accounts, credit card details and credit information (including credit history or eligibility);
- your behaviours and preferences, including your use of our products, services, website, digital products, and digital applications;
- your Internet Protocol ('IP') address, device identifiers and information about how you use our website and digital applications such as session information, session frequency and login attempts;
- energy account and metering information, including your account number, customer identification number, national meter identifier, meter type and usage data;
- sensitive information including whether you are a life support or concession customer; and
- employee, prospective employee and contractor information including contact details, date of birth, qualifications, employment experience, screening and/or health checks, employment and character references, bank and superannuation details, tax file number, directorship requirements, proof of identity, eligibility to work, vocational suitability, and criminal record checks.

### **3.3 How is personal information collected?**

We collect personal information directly from you (including if you are a past, present or prospective customer). This may be in-person or by telephone, mail, and email. Personal information may be collected when we are setting up accounts, undertaking market research, conducting competitions or promotions, liaising with existing customers or members of the public or contractors about energy related matters, conducting recruitment of employees and prospective employees, and engaging contractors.

We also collect personal information through our website, digital products, digital applications, and social networks (for example, when you fill out an electronic form with us, or use our website or aurora+).

When our digital applications are accessed, we may monitor your session by reference to your customer identification number to determine, for example, session frequency or log-in attempts. This information may be used to provide you with product and service notifications and/or promotion and marketing material (where your expressed or implied consent has been provided).

When our websites are accessed, we may log the IP address of the computer or digital device being used. This information is not used to identify you. Rather, it is used to analyse trends, administer our websites, track users' movements, gather broad demographic information and enhance security.

We may use cookies and web beacons on our websites and digital applications. These tools can be used to statistically monitor and analyse the use of our websites and digital applications as well as identify information about the device used to access them. However, we do not use these tools to identify you. Cookies may also be used in online advertisements for our products and services. These advertisements may be placed on our websites or displayed on third party websites. If you do not wish to receive cookies, the browser can be set so that the device does not accept them, although this may disable or render unusable some of the features of our website and digital applications.

We sometimes collect personal information from a third party or from a publicly available source if:

- you have consented to such collection or would reasonably expect collection in this way; or
- it is necessary for a specific purpose.

For example, we may collect information about you from your joint account holder, authorised representative, energy distributor, our agents or third parties with whom we have business relationships, other energy retailers (if you move to us from that retailer), credit reporting bodies and credit agencies, recruiters (such as Seek, Hays and Randstad), recruitment platform providers (such as LiveHire) and through publicly available sources such as websites and directories.

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

## **4. Use and Disclosure of Personal Information**

### **4.1 How do we use personal information?**

We generally use personal information to provide our products and services, for our general business operations or otherwise as required or authorised by Australian law or court/tribunal order. This may include:

- to arrange the sale or supply of electricity and/or gas (including connections and disconnections);
- to provide you with access to products and services we offer (including our website and digital applications);
- to conduct credit reporting and assessments where permitted by law to establish or report on a person's creditworthiness;
- to communicate with you or your authorised representatives about your account with us (including issuing and payment of bills, responding to complaints or updating records);
- to administer, maintain and improve our products and services, including but not limited to, the delivery, the way we communicate with you, and for quality control, customer experience improvements, research, planning, development and analysis purposes;
- to better understand your needs and behaviours and provide you with information, data and recommendations in relation to your use of energy;
- for competitions, promotions, and marketing purposes (whether or not you are currently an Aurora Energy customer) where you have given express or implied consent to contact you (you may opt out of direct e-marketing and telemarketing processes at any time by contacting us, by request during a phone call, or by using the 'unsubscribe' option provided in our emails and text based communications, however if you are an Aurora Energy customer you will continue to receive service notifications and messages related to your account with us);

- to review and process recruitment and employment applications;
- to manage, train and develop our employees and contractors; and
- where there is a declared statewide emergency necessitating contact with you, either in emergency response or recovery phases.

We may not be able to do these things without your personal information. For example, we may not be able to provide our services, communicate with you or deal with your enquiries.

#### **4.2 When and to whom do we disclose personal information?**

We routinely disclose personal information to the following type of entities:

- agents, contractors, and service providers who perform business functions or activities, such as bill print providers (such as Chandler and Zipform), customer service software providers (such as Oracle and Hansen Technologies), energy disaggregation technology providers (such as Bidgely), and data analytics providers (such as Google Analytics and Google Tag Manager).
- service providers we engage for the provision of metering and transmission/distribution services, including connections, disconnections, reading, installing, repair, maintenance and replacement of meters (such as Yurika, TasMetering, and TasNetworks);
- other energy retailers (if you move from us to that retailer);
- credit reporting bodies (such as Equifax Australia and Creditor Watch) and debt collection agencies for credit checking, collection or reporting;
- recruitment agencies (such as Hays, Randstad and Searson Buck) and recruitment platform providers (such as LiveHire) for recruitment, talent pooling and employment related purposes;
- our Board and shareholders (the Minister for Energy and the Treasurer);
- State based Energy Ombudsman for the purpose of complaint management under Federal and State based electricity and gas legislation and codes;
- Government agencies (such as Centrelink) for the purpose of establishing or verifying eligibility for concessions and similar entitlements;
- to regulators such as the Australian Energy Regulator (AER) or the Tasmanian Economic Regulator (TER) in line with their relevant reporting and information gathering powers;
- to law enforcement agencies for law enforcement, crime prevention or security purposes; and
- any entity (including individuals) for any authorised purpose with your consent. We may also disclose personal information without consent as authorised by Australian law (for example, the Privacy Act) for a range of other purposes, including:
  - where necessary to prevent or lessen a serious threat to health or safety;
  - for the investigation of unlawful activity;
  - for location of missing persons; and
  - for use in legal proceedings or dispute resolution.

### **5. Accessing and Correcting Your Personal Information**

You have the right to access your personal information held by us. We will not charge you for making a request for access your personal information unless the request is particularly complex or requires detailed searching of our records.

If you believe there are errors in the personal information that we hold about you, you have a right to ask us to correct that information. We will consider any request by you to change or correct personal information and advise of any action taken.

We are not required to provide access to personal information where we reasonably believe doing so would:

- prejudice law enforcement or crime prevention activities;
- pose a serious threat to health or safety;
- have an unreasonable impact on the privacy of other individuals or the request is frivolous or vexatious;
- prejudice us in legal proceedings or negotiations;
- reveal information connected with a commercially sensitive decision making process; or
- be contrary to law.

If you wish to have access to or correct information we hold about you, please contact us on **1300 13 2003**, make a request online at [www.auroraenergy.com.au](http://www.auroraenergy.com.au), or contact our Privacy Officer at [privacy.officer@auroraenergy.com.au](mailto:privacy.officer@auroraenergy.com.au).

## **6. Additional Information**

### **6.1 Data Security**

We take reasonable steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure, and against other misuse.

If the personal information is not contained in a State record (as defined in the *Archives Act 1983* (Tas)) and is no longer required for business purposes, we will take reasonable steps to destroy or delete it in a secure manner as soon as practicable and where possible.

### **6.2 Overseas**

Our customer service and business operations are based in Australia. We may hold or process personal information in, or may disclose personal information to third party service providers located in, one or more overseas countries. This may include the United States of America, for example. When we do so, we will ensure that the service provider meets a high standard of security for storage or data and take reasonable steps to ensure that the service provider handles or stores your personal information in accordance with the standards required in the Privacy Act and PIP Act.

## **7. Privacy Complaints**

Complaints about the treatment of personal information (including a possible breach of the Privacy Act, PIP Act or this Privacy Policy) by us must be made in writing (letter or email) and addressed to the Privacy Officer.

To lodge a complaint or obtain further information in relation to this Privacy Policy, contact us on 1300 13 2003 or our Privacy Officer as follows:

Privacy Officer  
Aurora Energy Pty Ltd  
GPO Box 191  
HOBART TAS 7001  
[privacy.officer@auroraenergy.com.au](mailto:privacy.officer@auroraenergy.com.au)

If you are not satisfied with our response, you may make a further complaint to the Office of the Australian Information Commissioner ('OAIC'). Complaints can be made to the OAIC in the following ways:

**Ombudsman Tasmania**

Level 6, 86 Collins Street  
HOBART TAS 7000  
1800 001 170  
[ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)  
[www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)

**Office of the Australian Information Commissioner**

GPO Box 5218  
SYDNEY NSW 2001  
[enquiries@oaic.com.au](mailto:enquiries@oaic.com.au)  
[www.oaic.gov.au](http://www.oaic.gov.au)

## **8. Related Policies**

- Privacy Collection Statement.

## **9. Updates to this Privacy Policy**

We may update this Privacy Policy from time to time as required, including to comply with amendments to the Privacy Act, PIP Act and/or other legislative obligations. Any updated versions of this Privacy Policy will be posted on our website and will be effective from the date of posting.

**Approved by the Chief Executive Officer on 20 November 2024.**



**Chief Executive Officer**