



Source Energy Co. Privacy Policy

We understand that your privacy is important to you. We are committed to respecting your right to privacy and to complying with all of our privacy obligations under the Privacy Act, including the Australian Privacy Principles. The Principles are designed to protect confidentiality of information and the privacy of individuals by regulating the way personal information is managed. Personal information is generally, information or an opinion about an identified individual, or an individual who is reasonably identifiable, irrespective of whether the information or opinion is true or is recorded in a material form.

THIS POLICY COVERS:

- This policy sets out how and when Source Energy Co. collects, uses and discloses your personal information and credit information and how you may request access to your personal and credit information.
- The types of information we collect may include information about: customers, suppliers, employees, personal contacts of corporate clients or suppliers, applicants for employment and other people who come in contact with Source Energy Co. in the ordinary course of business.
- This information is collected in a variety of ways, including by way of personal contact such as business activities and events, as well as mail, telephone, email and internet.

Employee Exemption: Source Energy Co. is not bound by the Privacy Act or the Principles in relation to handling of its own current or former employees' records, if those records relate directly to the employment relationship.

PERSONAL INFORMATION WE MAY COLLECT:

- We may collect personal information about you from a range of sources (including from you, customers, suppliers, employees, personal contacts, third parties, publicly available resources or through the ordinary course of business) and in a variety of ways (such as personal dealings, mail, telephone, email and our website).
- We may also collect and disclose personal information that is not sensitive information about you from and to our related companies, including where you are a customer of ours and also a customer of our related companies. Such personal information about you may include, but is not limited to, records of your non-payment of any bills issued by us or our related companies, details of overdue payment on your account(s) or a disconnection (including due to your non-payment).
- The types of personal information we collect about you may include your name, addresses, telephone number, other contact details (including email addresses), credit

history, identification details, concession or discount entitlements and details of any other interactions that you have with us. We will only collect your sensitive information (as that term is defined in the Privacy Act, including information such as health records and the use of life support equipment at your premises) with your consent or if required by law.

- In most cases, you will have to identify yourself when you deal with us (such as when you become a customer of ours or make an enquiry with us). If it is appropriate and practical in the circumstances, you may be able to remain anonymous or use a pseudonym when you deal with us.
- You do not have to provide us with your personal information, but if you don't, we may not be able to provide you with our goods and services, either to the same standard or at all. It is important that your personal information and any other information you give us is correct and that you inform us of any changes.
- By registering for any of our online services, you confirm that you are either the account holder or are authorised by the account holder to access the accounts for which you have registered, or for any accounts that you add to your online profile in the future.
- By signing up with us or where you provide us with your details on this website, you agree that we (or any of our Australian related companies, service providers or other business parties) may contact you by any means (including by SMS or e-mail) in the future (even if you cease being a customer of or otherwise cease acquiring services from us) to let you know about goods, services, promotions, competitions or special offers which may be of interest to you. We may also disclose your information with other persons or entities who assist us in providing our services or running competitions or promotions or with other companies who provide prizes for competitions. If you do not wish for your personal information to be used for marketing, special offers or promotional purposes, you can opt-out by emailing us at info@sourceenergyco.com or visiting our "Contact Us" page www.sourceenergyco.com/contact.

WHY WE COLLECT AND HOW WE USE YOUR PERSONAL INFORMATION

We will collect (or voluntarily receive) and use your personal information for the purpose of undertaking our business activities, including enabling us to:

- provide you with our goods and services, including to provide energy to you;
- managing our relationship with you, including carrying out our responsibilities, or exercising our rights under our energy supply agreement with you;
- carry out credit checks or otherwise assess your creditworthiness;
- market our products and services, promotions or other services which we consider may be of interest to you;
- update our records and keep your contact details up to date;
- respond to any enquiries you make or any complaints that you lodge with us;
- conduct, or contact you for the purpose of market research (even if you cease being a customer of or otherwise cease acquiring services from us);
- collect debts;

- implement any scheme for the payment of rebates or granting of concessions to customers;
- provide you with any services you have requested; or
- implement any Federal, State or Local based Government incentive scheme.

YOUR CREDIT INFORMATION

This part of the policy provides details about how we manage your credit information and credit reporting information. “Credit information” is the basic category of personal information in the credit reporting system. It includes identification information such as your name, sex, address, date of birth; default information about overdue payments and information about court proceedings. Credit information does not include any information that privacy legislation would classify as 'sensitive information'. So, for example, information such as a criminal record or – e.g. medical history is not included.

- Ordinarily, we collect credit information directly from you. We may also collect credit reporting information about you from a credit reporting body.
- We do not use the credit information or credit reporting information to derive any additional information such as a credit score.
- We collect, store and use credit information and credit reporting information about you to allow us to conduct our business functions and sell our products and services. The reasons for which we may use that information are the same as those set out in the section on 'How we use your personal information'. This includes assessing your application, debt recovery, managing our risk of credit defaults and administrating or managing any account you may hold with us. All information is stored securely.

If your account remains overdue for more than 60 days, we may give credit information about you to a credit reporting body. This information will allow the credit reporting body to create or maintain a credit information file containing information about you. The information that we disclose about you to a credit reporting body is limited to:

- Identification information including your name, sex, address (and your previous two addresses), date of birth, name of employer and drivers licence number;
- Amounts over \$200 that are overdue by more than 60 days and for which debt collection action has started;
- Advice that your payments are no longer overdue in respect of any default that has been listed;
- Information that, in our opinion, you have committed a serious credit infringement (that is, acted fraudulently or shown an intention not to comply with your credit obligations); or
- Dishonoured cheques – cheques drawn by you for \$150 or more which have been dishonoured more than once.



In certain circumstances, we may need to disclose your credit information to others. The people to whom we may disclose your credit information and the reasons for such disclosure are the same as those set out in 'How we may disclose your personal information' section of this policy. Your credit information and credit reporting information may be transferred, stored, processed or used overseas by us or third parties.

The following sections of this privacy policy apply to the credit information and credit reporting information in the same manner as they apply to personal information.

HOW WE MAY DISCLOSE YOUR PERSONAL INFORMATION

- We may disclose your personal information to: (1) our related companies; (2) any network operator that we work with to supply energy to you, if they request it; (3) any of our service providers and business partners, including organisations that assist us with billing, meter reading, connections and repairs, marketing our products or goods or services, debt collections, market research, technology and security services, (4) government and/or regulatory authorities (where required or authorised by law); or (5) our professional advisers (including lawyers, business advisers and auditors).
- You agree to these disclosures in accordance with the safeguards in this privacy policy.

SECURITY OF YOUR PERSONAL AND CREDIT INFORMATION

- We will take all reasonable steps to ensure that your personal and credit information is kept securely and not misused, interfered with or disclosed unless in accordance with this Privacy Policy.
- We will destroy your personal information where it is no longer necessary to retain it or to fulfil the purposes for which it was collected or as required by law.
- We will retain your credit information for any periods required by law or where we need to retain that information for the purposes for which it was collected, after which we will destroy or delete it.

ACCESS, CORRECTION & COMPLAINTS

- You can request more information about the way we manage your personal information and credit information (including access to or correcting your personal information or your credit information if you believe it is inaccurate, incomplete, not up-to-date, irrelevant or misleading) or make a complaint by contacting Source Energy Co..
- We will treat your requests or complaints confidentially and will contact you to discuss your concerns and outline options regarding how they may be resolved. We will contact

you within a reasonable time after receipt of your request or complaint and aim to resolve your request or complaint in a timely and appropriate manner.

- We may deny your request for access to personal information or credit information that we hold about you in limited circumstances, in accordance with the Privacy Act. In these circumstances, we will inform you of the reasons for our decision.
- We may also charge you a reasonable fee for accessing your personal information.
- If you are not satisfied with our response to your query or with our resolution of your complaint, then you may make a further complaint to the OAIC (see www.oaic.gov.au for more information on how to do this). If your complaint relates to credit information, you may also make a complaint to a third party dispute resolution provider instead of the OAIC. We will advise you of the name and contact details of this third party when we contact you to discuss your complaint.

OUR WEBSITE

- This Privacy Policy also applies to your use of our website and any personal information that you provide to us when using our website.
- We use 'cookies' to provide a secure, personalised experience on our website. Cookies are small data files that a website is able to place on a user's computer hard drive or in its memory to record aspects of that user's experience of the website.
- Cookies on this website are used as identifiers, and will not contain or store any information about a user. You will need to enable cookies on your browser to access the signed-in areas of our website.
- Our website uses cookies in two different ways: (1) when you are browsing any part of our site we will use a cookie that is stored on a computer's hard drive to track which areas of the site are accessed. The cookie does not allow us to identify any individual; and (2) when you register and sign in to the secure, personalised area of the website, we will send you a secure cookie that will maintain the security of your session. This secure cookie will be stored in your computer's memory rather than on your hard drive, and will only last for the duration of the session.
- This website also uses clear gifs for technical spacing purposes on the website. We do not use clear gifs or web beacons to track user activity.
- Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.



VARIATIONS AND UPDATES

- This is Source Energy's current privacy policy. From time to time, we may need to change our privacy policy. If we do this, we'll give you notice of the new privacy policy by publishing it on the Source Energy website.
- This Privacy Policy was last updated on 07/08/2019