



Privacy Policy

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Your privacy

Your privacy is important to us, and we are committed to protecting your personal information.

Genuity means Genuity Pty Ltd and all subsidiary entities over which it exercises control, operating in Australia. This includes Genuity Services Pty Ltd, Genuity Retail Pty Ltd, Millmerran Power Management Pty Ltd, Millmerran Operating Company Pty Ltd, IG Power (Callide) Ltd and IG Power Marketing Pty Ltd.

Genuity has obligations concerning the collection, use, disclosure, storage, security and disposal of personal information. These obligations are set out in the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) (Privacy Act).

This policy outlines how we will comply with our obligations in respect of how we protect your personal information.

What Personal Information we collect and hold

The kinds of personal information we collect and hold about you will depend on the circumstances of collection, including whether we collect the information from you as an employee, customer, supplier, job applicant or in some other capacity.

Personal information is information or opinion that identifies or could reasonably identify an individual.

The types of information we may collect about you include:

- identity information, such as your name, postal or email address, telephone numbers and other contact details, and date of birth;
- information about your dealings with us, how you use our products and services, and technical information about your products and services;
- if you apply for a job with us: professional background, qualifications and memberships, and references from your former employers. Where it is relevant to the role, we may also collect screening check information (such as background, medical, drugs and alcohol, criminal records, bankruptcy, directorship and company checks), and abilities testing, including psychometric testing;
- when you use our websites mobile apps and platforms: your IP address, device identifiers and information about how you use our websites;
- other information we consider necessary to provide our products or services to you.

Personal information may be either collected directly by us or provided (disclosed) to us by someone else. We may also collect sensitive information about you.

How do we collect and hold Personal Information

Where reasonable and practicable to do so, we will collect your personal information directly from you. This includes when you interact with us in writing, via telephone or electronically. Further, when you visit our website, we may collect personal information about you using technology (for example "cookies").

However, in some circumstances we may be provided with personal information by third parties, such as your authorised agent, employee, broker, or our authorised agents, service providers and subcontractors. In such a case we will take reasonable steps to ensure that you are made aware of the provision of information to us by the third party unless it is obvious under the circumstances.

Where we hold personal information, we will take reasonable steps to protect it from unauthorised access, modification, misuse, interference and loss. We maintain security measures over our physical

premises, and implement a range of network security measures including but not limited to access controls procedures, network firewalls and encryption to protect the privacy of your personal information.

We aim to keep your personal information only for as long as we need for our business or to comply with the law. When we no longer need personal information, we take reasonable steps to destroy or de-identify it.

Why do we collect, hold, use and disclose Personal Information

We collect your personal information for the primary purpose of providing our goods and services to you, and providing goods and services to our other customers. If we are unable to collect your personal information, we may not be able to provide you with our products or services or do business with you or the organisation with which you are connected.

When we collect personal information we will, where appropriate and where possible, explain to you the purpose of collection and how we plan to use it. Our policy is only to use personal information for the purpose which was either specified or reasonably apparent at the time of collection. We may also use or disclose the personal information for another related purpose you would reasonably expect, or for a purpose otherwise permitted under the Privacy Act.

In general, we collect and use your personal information so we can:

- process your application and provide products or services that you have requested;
- supply you with electricity, including connections, disconnections, life support and other service requests or changes from you or your electricity distributor;
- communicate with you;
- assess the suitability of prospective customers;
- respond to applications, questions, requests or complaints that you have made to us;
- issue you bills, seek payment, and recover debt;
- ensure safety and compliance at our sites and for safety purposes;
- comply with our regulatory and legal obligations, including assisting government agencies and law enforcement investigations;
- if you have applied to work with us, assess your application;
- recruit employees and contractors; or
- fulfil our obligations to employees, which includes provision of insurance services.

Who do we share your Personal Information with?

We may share your personal information within Genuity, its shareholders and other related entities. We may also disclose your personal information outside Genuity in certain circumstances including but not limited to the following:

- to our contractors, consultants, advisers and service providers who assist us in the operation of our business or to provide a customer service;
- to third parties where you consent to the use or disclosure;
- with other companies that help us deliver our products and services, or to migrate your service if you change energy providers;
- with credit reporting agencies to process new applications;

- to JV partners, third party lenders, brokers and insurers;
- to regulatory authorities or government agencies as agreed to or required by law; and
- where otherwise required or authorized by law.

When we do this, we take reasonable steps to keep your information safe.

If we wish to use or disclose personal information in other circumstances, we will obtain your consent to do so. We limit the information disclosed to external parties to what is required for them to perform their services for us or the relevant individual, or what is required by law.

Do we hold sensitive information about you?

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or trade union, sexual orientation or practices, criminal record or health information.

We will only collect sensitive information about you with your consent (unless we are otherwise allowed or required by law to collect that information). Sensitive information will be used by us only:

- For the primary purpose for which it was obtained.
- For a secondary purpose that is directly related to the primary purpose.
- With your consent; or where required or authorised by law.

Some energy industry laws require us to collect your health information in certain circumstances. For example, we need to keep a record of information you provide us where you have particular energy requirements due to special medical needs. If you or someone residing at your premises requires life support equipment, you should tell us (and provide confirmation from a medical practitioner) so that we may register your premises as having life support equipment, in which case certain restrictions on disconnecting your premises will apply.

The consequences of not providing us with health information will depend on the purpose for which it would have been collected. For example, where the information is required to register that someone at your premises uses life support equipment, we do not have to register your premises, and power to your premises may be disconnected by your distributor (which may affect the operation of that equipment).

Overseas transfer and storage of Personal Information

From time to time, we may disclose your personal information to external parties located outside Australia to allow the external parties to perform their services for us. These currently include organisations located in the following countries: United Kingdom, Singapore and the United States. We will only disclose your personal information overseas when it is necessary for the services provided by these external parties and when it is in accordance with the Australian Privacy Principles. This includes taking reasonable steps to ensure that the external party has appropriate data handling arrangements in place.

We do not sell personal information.

How can you access, update or correct your Personal Information

You can ask to see a copy of the personal information that we hold about you, or ask us to update or correct it, subject to certain exceptions.

If you wish to access or amend your personal information, please contact us in writing.

In some circumstances, there may be legal, regulatory or administrative reasons for us to deny the requested access. If access is denied, or the amendment is refused, we will provide you with the reasons for doing so. You have the right to request that a notation be included with your personal information to indicate your disagreement with the personal information held by us. If we've given the information to another party, you can ask us to let them know it's incorrect.

There's no charge for requesting access to, or correction of, personal information.

Maintaining the quality of your Personal Information

It is important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete, relevant, and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable.

Privacy policy complaints and enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

The Privacy Officer
Genuity Services Pty Ltd
Email: privacyofficer@genuity.com.au
Address: GPO Box 5743, Brisbane, QLD 4000

If you're concerned about how we've handled your information, let us know and we'll try to fix it. For information about privacy generally, or if you're not satisfied with how we handled your complaint, you can contact the Office of the Australian Information Commissioner at www.oaic.gov.au or on 1300 363 992.

Policy updates

This policy may change from time to time, and we encourage you to review and check our website regularly for any updates.

This policy is administered by the Head of Governance Risk & Compliance. The policy is to be reviewed every **2 years**. Changes to the policy must be approved in accordance with Genuity governance requirements.

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