

1. INTRODUCTION

Protecting your privacy is important to Energy Makeovers. This Privacy Policy explains how we collect, handle, and safeguard your personal information.

In this Privacy Policy, all terms defined in the Privacy Act 1988 (**Privacy Act**) have the same meaning when used in this Privacy Policy.

2. COLLECTION OF PERSONAL INFORMATION

What sort of personal information do we collect and hold?

The kind of personal information we collect and hold about you depends on the circumstances of collection and the nature of your dealings with Energy Makeovers.

The personal information we collect and hold about you can include contact details such as names, addresses, telephone numbers, email addresses and property details; details of your energy bills; information contained in call recordings; credit card and bank account details; and information related to your usage of Energy Makeovers products and services and your interactions with Energy Makeovers online, including location data, past and present online activity, and your IP Address. In limited circumstances, Energy Makeovers may also collect you

If you deal with Energy Makeovers in some other capacity, we may collect your name and contact details and any other information you choose to provide to us. We may also collect details of the interactions you have with Energy Makeovers.

In some instances, we may collect images of your property in which your property can be identified, including if you provide us with photos of your property.

If you provide Energy Makeovers with personal information about another person, please make sure that you tell them about this Privacy Policy.

Energy Makeovers only collects sensitive information about you with your consent (unless we are otherwise required or authorised by or under law to do so). Sensitive information includes health information and information about a person's race, ethnic origin, political opinions, membership of political, professional or trade associations or a trade union, religious beliefs and criminal history.

How do we collect personal information?

We collect personal information directly from you in various ways, including: over the phone, in person, when you visit or communicate with Energy Makeovers through our websites, mobile applications, social media sites and other digital platforms including through cookies (Digital Platforms), and in writing.

Occasionally other people or entities might give Energy Makeovers personal information about you. For example, we might be given your information by your spouse, partner, parent, or guardian. We may also collect your personal information from the business partners we work with and the contractors who provide you with services on our behalf, and from publicly available sources (for example, public registers and social media). Energy Makeovers may collect personal information (including credit) from third parties such as credit reporting

bodies and credit providers, government authorities and other entities within Energy Makeovers.

Log information, cookies, or web beacons

Energy Makeovers uses standard web browser features called “cookies” (small text files stored in a user’s browser) or web beacons (electronic images that allow the website to count visitors who have accessed a particular page and to access certain cookies) on our Digital Platforms to help us improve your experience. We or our service providers may also use cookies or web beacons to collect aggregate data.

We use the following types of cookies, as will your browser:

- **Analytics cookies** that remember your computer or mobile device when you visit our Digital Platforms. They keep track of browsing patterns and help us to build up a profile of how you use our Digital Platforms. We use that information for customer analytics and to serve advertisements that we think might be of particular interest to you on our and other Digital Platforms. Your browser may use similar cookies for similar purposes and to serve advertisements for others.
- **Service cookies** that help us to make our Digital Platforms work as efficiently as possible; remember your registration and login details; remember your settings preferences; and to detect what device you are using and adapt how we present our services according to the screen size of that device.
- Energy Makeovers also uses **3rd party vendor remarketing tracking cookies** to advertise Energy Makeovers services and products across the Internet. The third-party vendors whose services Energy Makeovers uses, will place cookies on web browsers in order to serve ads based on past visits to our Digital Platforms.

Disable Cookies or Opt Out of online advertising

You may choose to disable cookies in your browser or use security software to prevent the storage of cookies. However, if you disable cookies, we may not be able to fulfil your request or provide you with an appropriate level of service in some areas.

If you do not wish to participate in Google Adwords Remarketing, you can opt out by visiting Google Ad’s Preferences Manager <https://adssettings.google.com>. You can also opt out of any third-party vendor’s use of cookies by visiting <http://optout.networkadvertising.org>.

Google reCAPTCHA

Energy Makeovers may use reCAPTCHA which is a free service from Google that helps protect our Digital Platforms from spam and abuse by blocking automated software. It does this by collecting personal information about users to determine they’re humans and not spam bots. This collection of personal information is subject to Google’s privacy policy, for a copy please visit: <https://policies.google.com/privacy>. By using the reCAPTCHA service, you consent to the processing of data about you by Google in the manner and for the purposes set out in Google’s privacy policy.

3. THE PURPOSES FOR WHICH ENERGY MAKEOVERS COLLECTS, HOLDS, USES AND DISCLOSES PERSONAL INFORMATION

To provide you with the products and services you want

We use and disclose your personal information (including credit information and credit eligibility) to assess and process your applications for Energy Makeovers products and services, to provide the products and services you have requested. This includes using your information to perform administrative functions such as receipting, billing, and handling complaints. In some circumstances we may also need to use your information to verify your identity.

To deal with enquiries and complaints

We may need to collect your personal information and use or disclose it to answer an enquiry you make or respond to a complaint made by you in respect of a product or service.

To provide you with information about Energy Makeovers products and services which we believe may interest you

Energy Makeovers may use your personal information to tell you about other products and services, discounts, special offers, competitions, and invitations to special events. This includes administering your participation in any of our competitions or promotions for clients that you enter.

Where Energy Makeovers sends you an offer relating to the products and services of other organisations, we keep control over your information. We do not give, rent, or sell your information to other organisations so that they can direct market to you.

Declining product offers ('Opt-Out')

We recognise the importance of providing you with choices by giving you an easy means to 'Opt Out' from receiving marketing offers. Let us know if you do not want to receive these offers by managing your preferences at; or contacting us on 1300 788 776.

Market Research, Product Testing, Surveys and Research and Development

Energy Makeovers may contact you from time to time to seek your opinion on how we do things, how we want to do things in the future or for your thoughts in relation to public policy. Energy Makeovers may also use your personal information, and information about the way you use our products and services and interact with Energy Makeovers, for research and development purposes.

Data analytics

Energy Makeovers may conduct data analytics on the personal information you provide and details of your interactions with Energy Makeovers, to help us improve Energy Makeovers products and services, our marketing, and your Energy Makeovers experience.

Comply with our regulatory requirements

We may need to use and disclose your personal information to comply with our regulatory obligations.

Other purposes

Energy Makeovers may use and disclose your information for other purposes required or authorised by or under law (including purposes for which you have provided your consent).

Energy Makeovers may disclose your credit information to a credit reporting body where you have committed a 'serious credit infringement', or to report defaults (in accordance with the Privacy).

If we are unable to collect personal information from or about you, we may not be able to provide our products or services to you, respond to your enquiries, verify your identity or engage in other dealings with or for you.

4. WHO WE DISCLOSE YOUR PERSONAL INFORMATION TO

In conducting our business, we may sometimes need to disclose your personal information within Energy Makeovers, to our business partners and contractors and to other third parties. Where we do this, we will take reasonable steps to protect the privacy of any information that we need to disclose to them.

Disclosing your personal information

Energy Makeovers may (either directly or through our booking mechanisms) need to disclose your personal information to our partners with overseas venues or locations in order to fulfil a product or service request that you make.

Other disclosures of information

We may also disclose your personal information to other third parties, where we are required or authorised by law to do so (including where you have provided your consent).

Sharing non-personal information

Energy Makeovers may share aggregated or summary information that does not identify you with our business partners or other third parties.

Location-based services

To provide location-based services through our applications, Energy Makeovers and its partners and licensees may collect, monitor, store, use and share location data, including the real-time geographic location of your devices.

Credit reporting bodies

The law requires us to advise you or otherwise ensure that you are aware of certain 'notifiable matters'. Notifiable matters include, but are not limited to:

1. the credit reporting body may include the credit information we provide to it in reports, which it then provides to other credit providers to assist those other credit providers to assess your credit worthiness.
2. if you commit a serious credit infringement, we may disclose this to a credit reporting body.

You have the right to access credit information we hold about you, request that we correct the information, and make a complaint, as set out further in the remainder of this Privacy Policy. You can request a credit reporting body not to use your credit reporting information for the purposes of pre-screening of direct marketing by us. You can also request a credit reporting body not to use or disclose your credit reporting information if you believe on reasonable grounds that you have been, or are likely to be, the victim of fraud.

5. SECURITY OF PERSONAL INFORMATION

We take reasonable steps to protect the personal information (including credit information and credit eligibility information) we hold from misuse, interference, and loss, and from unauthorised access, modification and disclosure. This includes using security technology,

procedures, and employee training to help ensure that your information is protected and secure.

6. INFORMATION QUALITY AND YOUR RIGHTS OF ACCESS AND CORRECTION

Quality and correction of personal information

We take reasonable steps to ensure that personal information we collect, use and disclose is accurate, complete, up to date and relevant. You can help us by letting us know about any changes to your personal information, such as your address and phone number.

If you believe that any information, we hold about you is inaccurate, please contact us. We will take reasonable steps to correct your information, but if we don't correct your personal information, we will advise you why.

Access

Please contact us if you would like to access the personal information, we hold about you. For security purposes, when you contact us to request access to your personal information, you will need to provide us with enough information to enable us to verify your identity.

We will generally provide you with access to your personal information (subject to some exceptions permitted by law).

In certain circumstances we may not be able to tell you all or any of the information we hold about you. In these circumstances we will let you know why your request has been denied or limited.

7. HOW TO MAKE A PRIVACY COMPLAINT

Please contact us if you have any concerns or complaints about the manner in which Energy Makeovers has handled your personal information.

We will review your complaint and respond to you. We will let you know if we require any further information to respond to your complaint. If you are not satisfied with our response, you can contact us to discuss your concerns or take the matter to the Office of the Australian Information Commissioner (OAIC).

Further information about complaints to the OAIC can be found here: www.oaic.gov.au/privacy/privacy-complaints

8. CONTACT US

If you would like more information about Energy Makeover's approach to privacy, or if you wish to discuss the information set out in this policy, please contact us:

Email: enquiries@energymakeovers.com.au

Phone: 1300 788 776

9. REVISIONS OF THIS PRIVACY POLICY

We may change our Privacy Policy from time to time. If we do so, we will place a notice on our website. Please check for updates and changes