

## The NRG Company – Privacy Policy – February 2022

### Privacy Policy

This Privacy Policy is for The NRG Company Pty Ltd (also referred to as 'we', 'us' or 'our' in this policy). This policy outlines how personal information is collected, held, used and disclosed by us, and provides information on your rights regarding your personal information.

Protecting your personal information has always been important to us. We take our obligations under the Privacy Act 1988 (Cth) and applicable state/territory privacy acts very seriously. These Acts require us to handle your personal and health information in accordance with the Australian Privacy Principles (APPs) and any relevant state/territory health privacy principles.

Where you have provided us with a signed third-party authority or power of attorney, we will disclose information to only those named individuals you have authorised.

### What is personal information?

Under the Privacy Act 1988, personal information is defined as information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

Some personal information is further classified as 'sensitive information'. Under the Acts referenced, sensitive information is personal information or an opinion about an individual's health, ethnic or racial origin, political opinions, membership of political associations, religious beliefs or affiliations, philosophical beliefs, trade union membership, professional or trade association membership, sexual preferences or practices, criminal record or biometric information that is to be used for certain purposes.

### Types of personal information we collect

We collect personal information such as your full name, date of birth, e-mail address, home or work address and telephone number. We may also collect anonymous demographic information, which is not unique to you, such as your Postcode, age, gender, preferences, interests and favourites.

Most of your personal information is collected directly from you. On some occasions, we may need to collect your information from a third party such as your previous energy retailer, financial institution and credit reporting agencies.

To improve the user experience, we may use cookies to collect information on how you use our websites and mobile application. A "cookie" is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. The information collected through cookies may include your computer's Internet Protocol (IP) address, browser type, date and time of your visit and overall website usage. This information is used for analytical purposes such as to customise web pages, save your site login information and present targeted marketing information to you about our products and services.

### Use of your personal information

We collect and use your personal information to provide our products and services. We may also use your personal information to inform you of our products or services.

We do not sell, rent or lease personal information to third parties. We do not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

We may have to disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to:

- (a) comply with state, territory or federal legislation;
- (b) protect and defend our rights or property; and,
- (c) act under exigent circumstances to protect the personal safety of our customers, or the public.

### Relevance and accuracy of information

Before we use the information, we endeavour to ensure it is accurate and up to date. We encourage you to regularly update your information by advising us of changes to your personal details such as your address, telephone number and email address. You should also notify us if there are any incorrect details or omissions in your personal information.

### Retention and security

We hold personal information in hard copy and/or electronic formats. We aim to keep the personal information only for as long as we need it for business or legal reasons.

We take security measures to protect the personal information we hold including physical (for example, security passes to enter our offices and storage of files in lockable cabinets) and technology (for example, restriction of access, firewalls, the use of encryption, user logins, passwords, biometric authentication and digital certificates) security measures. In some cases, we engage third parties to host electronic data (including data in relation to the services we provide) on our behalf. These data warehouses may be located overseas. These data warehouses will have in place appropriate security and privacy protocols to comply with the Australian Privacy Act and Australian Privacy Principles.

### Data breaches

We must report certain data breaches to the Office of the Australian Information Commissioner (OAIC) and where required, the impacted members.

### Your rights to access and correct your information

You have rights under the Australian Privacy Principles to request access to and correction of information we hold about you. We encourage you to advise us of any personal detail changes as they occur. Under the Australian Privacy Principles, there are some circumstances in which requests to access or change your information may be denied. If this applies to you, we will provide our reasons for refusal in writing. If you disagree with our decision you may lodge a complaint through our complaints process.

You should contact our Customer Service on 1300 88 0679, or write to us via email at [info@theNRGcompany.com.au](mailto:info@theNRGcompany.com.au)

### Enquiries and complaints

If you have any questions about privacy or would like to enquire or make a complaint about a breach of your privacy, please contact us on the above methods.

We will respond to you within 30 days of receipt of your enquiry or complaint. If you are not satisfied with the resolution of your complaint by us, you can contact the OAIC by telephone on 1300 363 992 or by email at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).

### Notification of changes

We may update this Privacy Policy from time to time. Our up-to-date Privacy Policy is published on our website. All information about you which is held by us will be governed by our most recent Privacy Policy. If you are unsure whether you are reading the most current version of this Privacy Policy, please contact us. We can provide a copy of the most current version of our Privacy Policy on request.