

POLICY

Ergon Energy is committed to protecting the privacy of personal information collected from customers and other persons as part of its normal business operations. Ergon Energy is committed to complying with the National Privacy Principles contained in the Federal Privacy Act, 1988.

Ergon Energy collects various personal information from its customers for the purposes of connecting, supplying and retailing electricity as well as for ongoing account management and customer service purposes. This information can include name, address, phone number, date of birth and other relevant particulars for identification purposes. It can also include bank account and credit related information for billing and other related purposes.

Ergon Energy also collects personal information from customers to enable other related products and services to be offered as and when appropriate.

On occasions, Ergon Energy provides personal information to contractors to enable them to provide services to customers or perform other work on its behalf. In such cases, contractors are also required to comply with the National Privacy Principles.

Ergon Energy collects sensitive health related information from certain customers, such as customers who wish to register for our life support program. This information is collected from customers to ensure that Ergon Energy does everything in its power to provide continuous access to an electricity supply. Ergon Energy is not bound by the comprehensive privacy requirements applicable to health care providers in collecting, storing and using this sensitive health related information.

Ergon Energy will use or disclose information about our customers if they have provided consent or, in ways they would reasonably expect. This includes customer service and account management such as undertaking credit checks and debt recovery (this may include disclosure to external debt collectors or to credit reporting agencies where accounts are overdue for more than 60 days).

Ergon Energy also uses or discloses information for legal and regulatory reporting and compliance requirements and as otherwise permitted or required by law.

Complaints about Ergon Energy's collection, handling or use of personal information and other privacy related matters can be made by e-mail, telephone, fax or normal mail and directed to our National Contact Centre.

Requests for access to personal information can be made by any of the above methods and directed to the Privacy Officer for the purposes of processing such requests.

Further information on what sort of personal information Ergon Energy holds, how it manages that information and privacy matters generally is available on request either electronically or in hard copy form.