

PRIVACY POLICY

Your personal information is important to you. When you provide your personal information to us, you trust us to protect it and keep it safe.

We are bound by the *Privacy Act 1988* (Cth) (Privacy Act) and will protect your personal information in accordance with the *Australian Privacy Principles* (APPs). These principles govern how we may collect, use, disclose and store your personal information, as well as ensuring the quality and security of your personal information.

If you would like to know more about how we protect your privacy, please contact the Privacy Officer or the Corporate Governance Manager.

ABOUT THIS POLICY

This Privacy Policy sets out how we comply with our obligations under the Privacy Act and has been published to provide you with an outline of how and when personal information is collected, stored and used by us.

Please refer to the Credit Information Policy for information on our management of your credit information.

What is personal information?

Personal information includes any information or opinion, about an identified individual or an individual who can be reasonably identified from their information. The information or opinion will still be personal information whether it is true or not and regardless of whether we have kept a record of it.

The kinds of personal information we collect about you will depend on the services that we provide. They may include information such as your name, address, telephone number and date of birth.

The kinds of personal information we collect

We only collect personal information that is necessary for one or more of our functions or activities.

We do not generally collect personal identifying information about individuals except when that information is provided voluntarily and in accordance with our various application forms. This may include your contact details, educational qualifications, employment history and complaint details.

Once personal information has been provided to us, it will only be used for the purpose for which it was collected or for related purposes which would reasonably be expected, and will not be used otherwise unless:

- you have consented to the use or disclosure; or
- the use or disclosure is authorised by law; or
- we reasonably believe the disclosure is necessary to lessen or prevent a serious threat to life, health or safety.

More examples of how we might use your personal information and the types of organisations to which we might disclose personal information is set out below.

The above only relates to your personal information and does not relate to any aggregated or other information that may be developed or created internally by us, provided this other information does not identify individuals in any way and therefore maintains our privacy commitment.

How we collect personal information

We usually collect personal information directly from you unless it is unreasonable or impracticable to do so. For example, we may collect your personal information when you complete a form (including an application for employment with us), use our website or contact us in person or electronically or on the phone.

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How we use and disclose personal information

The main reason we collect your personal information is to provide better services to you. In particular, we will not sell, rent or trade your personal information.

The purpose for which we may collect, use or disclose personal information include to:

- effectively conduct our business and perform our internal administration operations;
- maintain our records and internal reports;
- ensure safety/compliance at our sites through Ergon Energy's compliance reporting systems;
- assess an applicant's suitability for employment with us;
- maintain our relationship with you;
- respond to an individual's enquiry or request for information (please note that a request for information may be limited by the *Right to Information Act 2009* (Qld));
- resolve a complaint; or
- comply with legislative and regulatory requirements and otherwise fulfil our legal obligations, including under the *Work Health and Safety Act 2012* (Qld).

We will not disclose personal information other than:

- as required by law (for example, to the Australian Taxation Office);
- as authorised by law (for example, to protect our interests or where we have a duty to make such disclosure);
- if consent has been provided by the individual for us to disclose their personal information;
- to any company which is a related body corporate or joint venture of Energy Queensland Limited;
- to our employees, agents, and external advisers, such as lawyers, auditors, accountants and financiers; and
- to organisations who provide services to us in connection with our business, such as mailing operations, billing and debt recovery functions and information technology services.

We take reasonable steps to ensure the organisations above are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

How we protect the security of personal information

We may store personal information in hardcopy and/or electronic form. We take reasonable steps to protect your personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

We also take reasonable steps to securely destroy or de-identify personal information where we no longer need it for the purpose for which we collected it, unless it is required to be retained as a record in accordance with the *Public Records Act 2002* (Qld). The information is contained in a record it will be required to be kept for minimum periods set out in the relevant Retention and Disposal Schedules approved by the State Archivist.

How personal information can be accessed and corrected

Subject to some exception under the Privacy Act, you may access, or request that we correct, your personal information we hold about you.

As a subsidiary of a Government Owned Corporation, the *Information Privacy Act 2009* (Qld) and the *Right to Information Act 2009* (Qld) also apply to Ergon Energy Corporation Limited (EECL), electricity distributor and its 100% owned subsidiary Ergon Energy Queensland (EEQ), electricity retailer. Reference to 'Ergon Energy' in this Policy is a reference to EECL and EEQ. This Policy applies to all Ergon Energy employees and contractors and to any other personnel notified that this Policy applies to them.

It is our goal to ensure that the personal information we hold is accurate, complete, relevant, not misleading, timely and secure, and we take reasonable steps to ensure that the personal information we collect remains accurate, up-to-date, complete, relevant and not misleading. In order for us to meet this goal, you should ensure that you promptly advise us:

- if there is any change to any of the details you have provided to us; or
- if it comes to your attention that we possess certain information about you that is not correct, accurate, complete, up-to-date or relevant,

so that we can continue to provide the services that we have agreed.

Under Chapter 3 of the *Information Privacy Act 2009* (Qld), you may also request details of your personal information we hold about you or request that we correct your personal information that we hold about you where you consider that the information that we hold is not accurate, complete or up-to-date by submitting a Right to Information and Information Privacy Access Application. The application form is available on the right to information page on the Ergon Energy website. In order to protect your privacy, we need to sight your identification in person or, if your application is made via post, fax or email, we will require you to provide a certified copy of an identification document before actioning your request (as required by the *Information Privacy Regulation 2009* (Qld)).

There may be a charge for requesting access to, or correction of, personal information. This charge will not be excessive.

We will allow access or use all reasonable efforts to correct the information that we hold about you unless we consider that the Privacy Act or another relevant law permits or requires us to withhold the information or not make the correction.

If we cannot provide you with access to your personal information, or cannot correct it if requested, we will provide a written notice of our reasons for refusal.

Overseas transfer and storage of personal information

We may, in some situations, disclose your personal information to a recipient which is located outside Australia. Before doing so we will take reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to the information.

If we use a cloud-based service to store and process personal information, such a service may use a server hosted overseas to store data including your personal information.

We will not be responsible for ensuring that an overseas recipient complies with the APPs if you consent to the disclosure, if disclosure is required or authorised by law or if it is necessary to prevent a serious threat to health or safety or to deal with unlawful activity or serious misconduct relating to the operations of Ergon Energy or its related entities.

Complaints

You can make a privacy related complaint by contacting us. Individuals may also complain to the Office of the Australian Information Commissioner by calling 1300 363 992 or by visiting the website at www.oaic.gov.au.

Cookies

The Ergon Energy website may use cookies to collect information about our visitors and to track advertising campaign data and for advertising purposes. A 'cookie' is a small file that is sent to your computer when you visit our website. Cookies may store user preferences and other

information. The cookies we use do not store any personal data or otherwise collect personally-identifiable information. You can set your browser to refuse cookies or to indicate when a cookie is being sent.

KEY RESPONSIBILITIES

All Employees, Agents, Contractors and Consultants

As privacy matters to everyone, you:

- must comply with this Policy and the Privacy Act at all times;
- are responsible for completing Ergon Energy's Mandatory Online Induction Privacy Awareness training (T0521) with a 12 month Refresher (T0530); and if you are a National Call Centre staff member at any level complete Mandatory Online National Call Centre Privacy Training (T0351), raising any lack of understanding with your manager and participating in privacy awareness activities;
- must not engage in behaviour, or ignore or allow behaviour by others, that breaches this Policy and the Privacy Act; and
- must promptly raise issues or suspected breaches of this Policy or the Privacy Act with the Privacy Contact Officer or General Counsel.

Ergon Energy's Privacy Compliance Program

To give effect to its commitment to privacy compliance Ergon Energy has:

- established this Privacy Policy;
- established a Credit Information Policy;
- developed Privacy Policy Guidelines GC000300R101 to accompany the Privacy Policy;
- published its Privacy Policy on its website;
- developed Privacy Complaints Policy and Handling Procedures GC000300R100 to receive and respond to privacy complaints and enquiries;
- conducts Privacy Impact Assessments on major projects that involve the collection and handling of personal information;
- developed EP114 Cloud Computing Policy and MI001000R103 Cloud Computing Guidelines in conjunction with Sparq Solutions Pty Ltd;
- developed mandatory online privacy awareness training for distribution staff available through Ellipse under Course Code T0521 and 12 month Refresher T0530;
- developed mandatory online privacy awareness training for all National Call Centre Staff available through Ellipse under Course Code T0351.

Ergon Energy will continue to:

- commit the resources necessary to support effective privacy compliance;
- review and maintain its training, processes and practices to meet changes and developments in the law and in Ergon Energy's business operations; and
- review the effectiveness of the Privacy Compliance Program and undertake required improvements.