



Privacy Policy

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2 Introduction

2.1 Scope

This policy details how we collect, maintain and use employee and customer personal information and the purpose for doing so.

2.2 Application

This policy applies to CleanPeak Energy Pty Ltd and its subsidiaries, and to the CPE Renewable Investment group, hereinafter referred to as 'CleanPeak Energy', and all employees, contractors and sub-contractors as appropriate.

This policy governs the collection, maintenance and access of personal information held by CleanPeak Energy. It outlines the particulars we will use to identify people in the course of doing business and how they will be collected, stored and disclosed.

Direction is provided for how individuals may access and maintain information held by CleanPeak Energy and to ensure the correction of incomplete or incorrect information.

CleanPeak Energy complies with the Australian Privacy Principles as set out by the Privacy Act 1988.

2.3 Policy Objectives and Principles

This policy has been designed with the following objectives in mind:

- Protect personal and business information held, collected and used by CleanPeak Energy to ensure adherence to the Privacy Act 1988 and the associated Australian Privacy Principles.
- Ensure the necessary risk controls are in place for the collection and use of personal information.

The *Privacy Act 1988* (Privacy Act) is the principal piece of Australian legislation protecting the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information in the federal public sector and in the private sector.

The Privacy Act provides 13 Australian Privacy Principles (APPs) which deal with all stages of the processing of personal information, setting out standards for the collection, use, disclosure, quality and security of personal information and provide obligations on agencies and organisations subject to the Privacy Act concerning access to, and correction of, an individual's own personal information.

The 13 APPs are:

1. Open and transparent management of personal information
2. Anonymity and pseudonymity
3. Collection of solicited personal information
4. Dealing with unsolicited personal information
5. Notification of the collection of personal information
6. Use or disclosure of personal information
7. Direct marketing
8. Cross-border disclosure of personal information
9. Adoption, use or disclosure of government related identifiers
10. Quality of personal information
11. Security of personal information
12. Access to personal information
13. Correction of personal information

2.4 Definitions

| Term | Description |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CleanPeak Energy | CleanPeak Energy Pty Ltd includes, but is not limited to, the following entities: <ul style="list-style-type: none"> • CPE Funding • CleanPeak Energy Retail • CPE Central Park • CleanPeak District Energy • CPE Tonsley • CPE Mascot • CPE Barangaroo • CPE Barangaroo Thermal |
| CIO | Credit and Investment Ombudsman |
| CRB | Credit reporting body |
| Energy and Water Ombudsman | <ul style="list-style-type: none"> • Ombudsman Tasmania • Energy and Water Ombudsman Victoria (EWOV) • Energy and Water Ombudsman South Australia (EWOSA) • Energy and Water Ombudsman NSW (EWON) • Energy and Water Ombudsman Western Australia |
| OAIC | Office of the Australian Information Commissioner |
| Privacy Act | Privacy Act 1988 and associated Privacy Principles |
| Privacy Code | Privacy (Credit Reporting) Code 2014 |

3 Risks controlled under this Policy

| Risks | Controls |
|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Non-compliance with Privacy Act 1988 and/or Privacy Regulations 2013 | Discussion with senior management on the implementation of this policy and associated processes. |
| Non-compliance with CleanPeak Energy policies | Review and harmonisation of company processes and systems in line with this policy. |
| Unauthorised access to personal data | <ul style="list-style-type: none"> • Account verification and associated customer password checks • System(s) access levels and passwords • Ensure secure deposit of physical information and electronic data • Training for staff on privacy rules and policy • Incident response plan |

4 Responsibilities under this Policy

| Role | Responsibility |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Board of Directors | Final approval of policy and monitoring compliance |
| Managers | <ul style="list-style-type: none"> • To ensure all day-to-day business activities comply with the Privacy Policy and ongoing monitoring • Dealing with complaints and breaches of the Privacy Policy • Ensure personal information gathered through marketing activities complies with the Privacy Policy • Dealing with initial queries and complaints |
| Manager - Safety and Compliance | Provide investigative, reporting and legal compliance advice on incidents identified and or reported |

5 Consideration of Personal Information Policy

5.1 Open and Transparent Management of Personal Information

CleanPeak Energy recognises individuals with whom it conducts business and values their privacy. Access to this policy is free of charge and freely available upon request in person and/or accessible from our website.

5.2 Compliance with the Australian Privacy Principles

CleanPeak Energy complies with the *Privacy Act 1988* and associated Privacy Principles (Privacy Act) and the *Privacy (Credit Reporting) Code 2014* (Privacy Code) which ensures that all information is held in accordance with and only for the purpose of providing energy advice and associated goods and services.

5.3 Anonymity and Pseudonymity

In the course of general business, you will have to provide self-identifying information. Should you not wish to provide certain information and remain anonymous or provide a pseudonym, it may be difficult and impracticable for us to fully service your needs in doing business.

Should you choose to do business with CleanPeak Energy on an ongoing basis we will require you to confirm personal information to prove your identity when interacting with us. Should the information you provide not match the information we have we will not be able to deal with your enquiry on the basis we cannot confirm your identity. This ensures that we maintain the security of your personal data at all times.

6 Collection of Personal Information

6.1 Personal and Other Sensitive Information

For CleanPeak Energy to provide some services, we will request personal information from you, such as your name, e-mail address, company name, telephone number, date of birth, drivers licence or other form of personal identification. This is not an exhaustive list.

Your response to these enquiries is completely voluntary. CleanPeak Energy uses this information to customise your experience when working with us. We will ensure that you have consented prior to collecting and storing your personal information. In the course of doing business we may also collect and maintain your communications with us to assist providing you with goods and services pertaining to energy services.

CleanPeak Energy will only contact you when you have requested contact and provided your contact details. We will not sell, lease or give your personal details to any third party without your consent. CleanPeak Energy will not pass on your details to overseas parties.

CleanPeak Energy may also collect information regarding:

- customers;
- suppliers;
- employees;
- personal contacts of corporate and commercial clients;
- job applicants for positions with CleanPeak Energy;
- type of application for energy and usage requirements; and
- other individuals who we have contact with in the ordinary course of business.

You may at any time request a copy of the information stored by CleanPeak Energy and request that it be updated to ensure it is accurate, true and correct.

6.2 Sensitive Information – Exception

Personal health information may be collected from a customer should services be critical to that person's health and wellbeing. We may disclose this information to State-based emergency organisations if we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety (for example, if life support machinery is used at your installation/supply address).

Other information we may collect includes banking information, credit card details, credit history, concession and discount entitlements and information related to the provision of services to you including but not limited to meter information, bill and payment history.

Should you volunteer information which you believe will assist us in doing business we will maintain this in accordance with this privacy policy.

6.3 Contracted Services – Exception

Should CleanPeak Energy be contracted under a Commonwealth agreement, CleanPeak Energy may disclose personal information for the purposes of direct marketing or if under that contract CleanPeak Energy is obligated in order to meet any such terms and conditions of the agreement.

6.4 Means of collection and Solicitation

CleanPeak Energy will only collect personal information by lawful and fair means. We will not purchase your information from third parties. We will only collect information from you the customer, unless you consent with a third party to provide that information to us in the course of doing business (for example, an appliance store or gas fitting service provider working on your behalf).

CleanPeak Energy may collect information by the following common methods:

- information given freely over the phone for the purpose of connecting to electricity or natural gas, moving into a property connected to electricity or natural gas or in the provision of gas fitting and appliances products and services;
- information received from your natural gas supply agreement or energy contract;
- from response to direct marketing, competitions and promotions;
- request for pricing from consultants or legal guardians acting with your consent;
- when provided by a credit agency and subject to the Privacy Act;
- on the provision of maintenance services for your property connection;
- if you deal with us via social media, our website or other online mediums;
- when you apply for a role at CleanPeak Energy and from your nominated referees;
- if you perform work under contract, labour hire or employed by CleanPeak Energy; and
- from publicly available sources.

7 Dealing with Unsolicited Personal Information

Should CleanPeak Energy receive personal information which is not solicited by your consent, CleanPeak Energy will treat it in consideration to Section 6.4 Means of Collection and Solicitation. If it is not reasonable for us to keep this information, we will ensure its removal, destruction or de-identification from our records.

8 Notification of the Collection of Personal Information

On or at the time of collecting personal information, CleanPeak Energy will, as soon as practicable, undertake the following:

- notify you that it is reasonable that the data is collected.
- ensure that the customer is aware that the data collection has occurred.

This notification will occur under the following circumstances:

- if data is collected from someone other than the customer or potential customer.
- if the customer or potential customer is not aware that the data has been collected.
- if an authorised entity under Australian law, or by court/tribunal, orders the release or collection of personal information and provides information on the purpose for the collection of personal data and the consequence (if any) of not providing the personal information for CleanPeak Energy. If this occurs CleanPeak Energy will provide information on how you may complain about a possible breach of the Australian Privacy Principles and associated bodies who may handle any such complaint.
- if CleanPeak Energy is forced to disclose information to an overseas recipient you will be made aware.

9 Dealing with Personal Information – Disclosure

CleanPeak Energy may disclose personal information to third parties in the conduct of our business. These third parties include information technology suppliers; meter reading and maintenance contractors; billing and account management agencies; debt collection agencies; marketing and advertising agencies; mailing and logistics providers; regulatory authorities; and other companies within the CleanPeak Energy group of companies.

These third parties may provide us with personal information they have collected from you in the course of providing relevant products or services.

We may also disclose your personal information to third parties to whom we assign your debt. If third parties act on our behalf, we will ask them to hold, use and disclose your personal information in accordance with the Privacy Act.

10 Credit Reporting Policy

We may collect credit information from you or from third parties, including credit reporting bodies and other credit providers, in order to assist us in determining whether we will provide our services to you on credit. The type of credit information that we collect about you includes your name, address, contact details, gender, date of birth, credit history (including any repayments or late repayments you have made), details of any credit you have sought or obtained from other credit providers, any credit rating or credit assessment score that we or a credit reporting body provides to us and details of any credit-related court proceedings or insolvency applications that relate to you.

We may use and disclose information in accordance with Part IIIA of the Privacy Act and the Privacy Code for the purpose of performing our business functions. These purposes include:

- using your credit information to assess any application for electricity or natural gas that you make to us
- using your credit information to collect overdue payments that you owe us
- disclosing your credit information to credit reporting bodies who may use that information to provide credit assessment services to their customers
- disclosing your credit information to debt collector, credit management agencies and other third parties that act on our behalf
- disclosing your credit information to any third party that guarantees the credit that we provide to you
- responding to any access or correction requests that you make to us, a credit reporting provider or another credit provider
- responding to any complaint that you make, whether to us, the OAIC, the CIO, the Energy and Water Ombudsman, or any provider of a recognised external dispute resolution scheme
- any purposes required by law or the order of a court or tribunal
- any other purpose to which you expressly consent.

Where required by law, we will keep a record of any issue or disclosure that we make relating to your credit information.

We may disclose your credit information to a credit reporting body (CRB). They may share your information with other CRBs.

The CRB may provide us with reports that include your consumer and commercial credit worthiness to assist us in assessing your credit worthiness for your application for electricity or natural gas. We may disclose the following credit information to the CRB:

- your identification information (including name, contact details, gender, birth date, drivers' licence and name of employer)
- details of the credit that we have provided to you

- information that you have defaulted on your credit obligations (where your payments are more than 60 days overdue; exceed \$150; and we have given you at least 14 days prior notice of our intention to contact the CRB)
- our opinion that you have committed a serious credit infringement.

You may request that a CRB does not use your credit reporting information for the purpose of pre-screening our direct marketing. If you (or your related company or other entity) make an application for credit to us or offer to guarantee credit that we propose to provide to your related company or other entity, and we subsequently refuse your application or offer based on information provided to us by a CRB about you, we will inform you of this. We will provide you with the name and contact details of that CRB and any other information required by law to be provided to you.

We will take reasonable steps to ensure that the credit information that we hold about you is protected from misuse and loss and from unauthorised access, modification or disclosure. We will securely store all credit information that we collect or hold about you.

You may lodge a request for access to, or the correction of, any credit information that we hold about you in accordance with section 16 of this Privacy Policy. We will correct any credit information that we hold about you where we are satisfied that the information that we hold is inaccurate, out of date, incomplete, irrelevant or misleading. If we need to, we may consult with other credit providers and credit reporting bodies about your correction request. If we correct your credit information:

- after you make a correction request, we will advise you (and any other credit provider and CRB to which we have previously disclosed that information) that we have made a correction to your credit information
- without you first making a correction request, we will take reasonable steps to advise you (and, unless it is impracticable for us to do so, any other credit provider and CRB to which we have previously disclosed that information) that we have corrected your credit information.

You may lodge a complaint if you believe that we have failed to comply with Part IIIA of the Privacy Act or the Privacy Code. If your complaint relates to access to or correction of your credit information, then you may lodge a complaint directly with the OAIC (see www.oaic.gov.au for information on how to do this) or you may wish to lodge a complaint with the energy and water Ombudsman of the applicable State please refer to the list of websites below where you can find information on how to do this :-

- Victoria – Energy and Water Ombudsman Victoria (EWOV)
www.ewov.com.au
- South Australia – Energy and Water Ombudsman SA (EWOSA)
www.ewosa.com.au
- New South Wales – Energy and Water Ombudsman NSW (EWON)
www.ewon.com.au
- Western Australia - Energy and Water Ombudsman WA
www.ombudsman.wa.gov.au

If your complaint does not relate to these matters, you must first make your complaint to us in accordance with Section 17 of this policy.

If you have made a complaint about your credit information but we disclose your credit information before your complaint is resolved, we will also tell the recipient that you have made a complaint in relation to the information that we are disclosing to them. If you lodge a complaint regarding the correction of your credit information, we will advise any other credit provider and CRB to which we have previously disclosed your information that you have made a correction complaint in relation to that information. We will also advise these entities of the outcome of your complaint, unless it is impracticable or illegal for us to do so.

11 Overseas Disclosure

CleanPeak Energy may disclose information to other personnel or contracting parties located outside of Australia. This may include but is not limited to call centre services, IT services and product providers or consultancies.

CleanPeak Energy will take all reasonable steps to ensure that overseas recipients do not breach the Privacy Act in the use of personal information.

12 Records of Disclosure

All disclosures of personal information will be recorded by way of a written note.

13 Exceptions

CleanPeak Energy may use personal information for the purpose of direct marketing and or market research.

13.1 Direct Marketing

This may occur where:

- information was collected directly from a customer by CleanPeak Energy
- if it would be reasonable for a customer to expect CleanPeak Energy to use or disclose the information for direct marketing communications
- if it is impracticable to obtain consent from the customer.

CleanPeak Energy will ensure that where direct marketing occurs customers have the ability to opt out and choose not to receive further marketing material and communications.

CleanPeak Energy will not use personal information when:

- information is collected by CleanPeak Energy, and the customer may not reasonably expect the organisation to disclose the information for that purpose
- personal information is provided by some other individual
- where the customer has previously requested not to participate in direct marketing.

14 Security of Information

CleanPeak Energy will ensure information is held securely and protect personal data from misuse, interference and loss. CleanPeak Energy will maintain data to ensure that information is safe from unauthorised access, modification or disclosure.

Should your information no longer be needed, CleanPeak Energy will take the required steps, unless legislated by law, to destroy or de-identify stored data.

15 Access and Correction

You may ask to access your personal information held by CleanPeak Energy and we will provide you access in accordance with the Privacy Act, Schedule 1 - Australian Privacy Principles. You will be subject to providing identification for the purpose of providing you with the information. Access to information may be refused where health and safety are affected by the disclosure of information or legal proceeding may be about to be taken against you, or if it is deemed that the request is frivolous or vexatious. Should this occur CleanPeak Energy will provide you with the reasons why in writing.

CleanPeak Energy will take reasonable steps to maintain the accuracy of your information. We rely on individuals to ensure that their information is up to date, true and correct as personal circumstances change. Should you become aware of your personal data being incorrect, incomplete or out of date please contact us as soon as possible.

16 Contacting Us

If you have any questions about this Privacy Policy or how we handle your personal information, please use one of the methods listed on our “Contact Us” page on our website or by the below method:

Post: CleanPeak Energy Pty Ltd
PO Box 786
North Sydney NSW 2059

Email: privacy@cleanpeakenergy.com.au

Phone: 1 300 038 069

17 Changes to Our Privacy Policy

We may change this Privacy Policy from time to time in order to comply with the privacy legislation. This will be updated on our website and will be effective from the date of uploading.