



# Jemena Privacy Statement

This Privacy Statement applies to SPI (Australia) Assets Pty Ltd (ABN 60 126 327 624) and its related bodies corporate, including Jemena (together, "we", "our", "us"). It is subject to change from time to time.

This Privacy Statement explains in general terms how we protect the privacy of your Personal Information. In reviewing this Privacy Statement, you consent to our collection, use and disclosure of your Personal Information in the manner set out below, unless you tell us otherwise.

## 1. Our compliance obligations and commitment

We are bound by the National Privacy Principles in the *Privacy Act 1988* (Cth) (as amended by the *Privacy Amendment (Private Sector) Act 2000* (Cth)) and all other applicable privacy legislation ("Privacy Laws"), and are committed to conducting our operations in full compliance with the Privacy Laws and protecting the privacy of your "personal information". Personal information is any information which identifies you as an individual, or from which your identity can reasonably be ascertained, such as your name, address, telephone number or date of birth.

## 2. Collection of your personal information

Personal information that we may collect about you includes your name, address, contact details and energy usage.

We will only collect personal information that is necessary for our functions or activities. For example:

- we may collect your name, address and contact details to connect or maintain your supply; and
- we may collect details about your energy usage to offer you incentive rebates.

We will take reasonable steps to ensure that you are aware of the purposes for which we collect your personal information.

Some of the personal information we collect may also be sensitive information, such as information about your health. We will only collect sensitive information with your consent or as otherwise allowed by the Privacy Laws.

We will try to collect personal information directly from you. However, in some circumstances, we may need to collect your personal information from:

- a third party, such as our meter readers, your energy retailer, or a health authority if you require special energy supply arrangements (for example, because you are dependent on a dialysis machine); or
- publicly available sources, such as the registers of the Australian Securities & Investments Commission (for example, for the purposes of determining your creditworthiness).

We will only collect personal information about you by lawful and fair means and not in an unreasonably intrusive way.

If you do not provide us with your personal information, we may not be able to provide our products or services to you, or respond to your feedback, enquiries, or complaints.

### **3. Use and disclosure of your personal information**

We will use or disclose your personal information for the main purpose for which we collect the information and any related purpose (for example, the provision of metering, billing, account and asset management services that are related to the supply of your energy) where you would reasonably expect this use or disclosure. We may also use or disclose your personal information for a purpose other than the main purpose of collection with your consent, or as otherwise allowed by the Privacy Laws (such as in emergency situations, to prevent unlawful activity and to assist law enforcement agencies).

We may disclose your personal information to, for example:

- the owners or financiers of our projects;
- related companies;
- entities to whom we provide services (including non-related asset owners);
- parties that provide credit card payment authorisations and merchant and payment facilities;
- third party service providers (for example, legal and financial advisers, meter readers, and contractors providing gas or electricity installation, repair and emergency maintenance services);
- retailers of gas, electricity and water;
- gas and electricity market administrators;
- regulatory or government authorities; and
- other public authorities (including in relation to land titles).

If we collect your personal information for the purpose of informing you of our products, services and benefits, we will not use your information for this purpose if you opt out of receiving marketing communications from us.

### **4. Protection of your personal information**

We will take reasonable steps to:

- protect your personal information from misuse, loss and unauthorised access, modification or disclosure; and
- destroy or permanently de-identify your personal information if it is no longer needed for any purpose for which the information may be used or disclosed.

## 5. Access to, and correction of, your personal information

We will take reasonable steps to ensure that your personal information is accurate, complete and up-to-date. If there is any change to the personal information you have provided to us, please let us know.

To make a request for access to your personal information, please complete and submit our *Application for Access to Personal Information*. (Note that the Privacy Laws allow us to deny you access in certain limited circumstances. If we refuse access, we will give you reasons for our refusal.)

To make a request for correction of your personal information, please complete and submit our *Application for Correction of Personal Information*.

Alternatively, please submit the information requested in these forms in some other legible written format (for example, an email, fax or letter) to our Privacy Officer, using the contact details below.

We will try to respond to your request for access or correction promptly, in most cases within 14 days. We may, however, need up to 30 days to locate your personal information.

## 6. Our complaint process

To make a complaint about the way we have handled your personal information, please complete and submit our *Privacy Complaint Form*.

Alternatively, please submit the information requested in this form in some other legible written format (for example, an email, fax or letter) to our Privacy Officer, using the contact details below.

We will try to respond to your complaint promptly, in most cases within 14 days. We may, however, need up to 60 days to provide you with a response.

If:

- you are not satisfied with our response to your complaint;
- 60 days has passed without a response from us; or
- we are unable to resolve your complaint,

you can lodge your complaint with the Privacy Commissioner (phone 1300 363 992).

## 7. Our contact details

If you require more information on how we manage your personal information, wish to request access to, or correction of, your personal information, or wish to make a complaint about the way we have handled your personal information, please contact:

Privacy Officer  
Jemena Limited  
Level 3, 321 Ferntree Gully Road  
MOUNT WAVERLEY VIC 3149

Fax: (03) 8544 9909

Email: [privacyenquiries@jemena.com.au](mailto:privacyenquiries@jemena.com.au)