

This Privacy Policy explains how we collect and manage your personal information in accordance with our legal obligations, and your right to access and correct the personal information that we hold about you.

Jacana Energy respects your right to privacy under the *Privacy Act 1988 (Cth)* and the *Information Act 2002 (NT)* (the **Acts**). We commit to complying with the requirements of the Acts for the collection and handling of your personal information.

1. Collecting personal information

Personal information is information that discloses an individual's identity or from which a person's identity can be reasonably ascertained. When you make contact with us, you usually need to identify yourself by providing personal information. If we cannot identify you, we may not be able to do business with you or assist with your enquiry.

What personal information we collect and hold

The personal information we may collect and hold includes your name, current and previous addresses, date of birth, telephone number, email address, bank account and credit card details, concession or discount entitlements, credit history, details of your interactions with us and information about the services provided to you, such as metering information and payment history.

In some circumstances we may collect and hold sensitive information about you, such as whether life support equipment is used at your supply address.

Calls made to our customer care team are recorded and used for training, service quality control and record keeping purposes. If you would prefer not to have your call recorded let our customer care representative know and they will address this for you.

How we collect personal information

Unless it is unreasonable or impractical to do so, we collect your personal information directly from you through our website and other digital platforms, by telephone or in writing.

We may also collect personal information about you from third parties, including your authorised representative, additional authorised persons on your account, our agents or third parties with whom we have business relationships.

Why we collect personal information

We may collect your personal information for the following purposes:

- providing you with our products and services
- communicating with you about your account (including issuing bills and seeking payment)
- to set up a direct debit facility to pay your bills (if requested)
- to respond to any complaint you make to us
- to update your contact details
- to respond to enquiries and provide information or documents you request
- for administrative, planning, quality control, statistical and research purposes relating to our products and services

- to use information where permitted by law to establish or report on your creditworthiness
- to comply with laws and assist government or law enforcement agencies
- to contact you to participate in surveys to test your satisfaction with the services and products that we provide, and
- for marketing purposes where we have your express or implied consent to contact you or where we are permitted by law to contact you.

You may opt out of receiving communications promoting our goods and services by contacting us using the contact details in section 10 below or using the unsubscribe options provided in emails from Jacana Energy.

2. Disclosing your personal information

In the conduct of our business, we may disclose your personal information to the following third parties:

- your authorised representative or additional authorised persons on your account
- your energy distributor
- financial institutions (for payment processing)
- our service providers (such as technology suppliers, our billing solutions provider, meter reading and maintenance contractors, debt collection agencies, marketing and advertising agencies and contractors (unless you have opted out), mailing and logistics providers and professional advisers)
- where required or authorised by law, government, law enforcement agencies and regulatory authorities (such as Territory Families and Centrelink to confirm concession entitlements or organisations that help identify illegal activities and prevent fraud), and
- credit reporting bodies and other credit providers (see section 8).

These third parties may also provide us with personal information about you that they have collected in the course of providing relevant goods or services.

3. Keeping your information secure

We take reasonable steps to protect the personal information that we hold. We have a range of security safeguards, including technical solutions, physical security controls and procedures and processes, to help us protect your personal information from loss, interference, misuse or unauthorised access, modification or disclosure.

Nevertheless, it should be noted that the internet is not a secure environment. Although care is taken, Jacana Energy cannot guarantee the security of information that is provided via electronic means, including through our website.

4. Information held outside of the Northern Territory and overseas

We will not disclose your personal information outside the Northern Territory or Australia unless it is necessary in the course of providing you with our services. We will only transfer your personal information outside the Northern Territory or Australia for other purposes with your consent or where we are legally permitted to do so.

Where we do disclose your personal information outside of Australia, the recipients are likely to be located in the countries where our contracted service providers are located.

For the protection of your personal information, we will ensure that these third parties are bound by, or contractually required to uphold, the standards of Australian Privacy Principles and Information Privacy Principles set out in the Acts.

5. Our websites

This Privacy Policy applies to use of our websites and to personal information provided via our websites.

When our websites are accessed, we may log non-personal information such as the IP address, top level domain name and browser type. We may use this information to review trends, manage our websites, track user's movements and gather broad information about users.

Our websites may use cookies to review traffic patterns, advertise and customise our products and services on our websites, and monitor customer interest in our online advertising. If you do not wish to receive cookies, you can set your browser to opt-out.

6. Social media

Jacana Energy uses third-party websites (including social networking platforms) for interactive information sharing and to connect with customers.

We recommend that you:

- read the privacy policies that apply to such websites as they may enable these third parties to handle your personal information in ways that are different to how we collect, use and disclose your personal information, and
- do not post any personal information publicly on our webpages and digital platforms (this includes your account details, contact number, address and financial information). Send us a Private Message (PM) or email us at customercare@jacanaenergy.com.au and we can assist you through those channels.

7. Accessing and correcting personal information

You may request access to the personal information that we hold about you. You may also ask us to correct any personal information about you that is inaccurate, out-of-date, misleading or incomplete.

A fee to receive access to your personal information may be applied (limited to the amount of our reasonable expenses incurred in responding to your request). However, we do not charge for applying to access or to make changes to your personal or credit-related

Privacy Policy



information. If required or authorised by law, we may refuse to give you access to your personal information.

You may apply for access to, or for the correction of, your personal information by contacting our **Privacy Officer**, in writing (letter or email), using the contact details in section 9. For your request to be considered, please specify:

- your name
- service address
- phone number
- proof of identity, (e.g. driver's license or passport number)
- correspondence address (if different to the service address), and
- sufficient details to identify the information that you would like access to or details why the information is inaccurate, incomplete or out-of-date and the correction that should be made.

8. Credit Reporting

We may collect and hold your credit-related information about you as permitted under the *Privacy Act 1988 (Cth)*. Our Credit Reporting Policy describes how we comply with our obligations in relation to the collection and use of credit-related information and credit reporting.

9. How to make a complaint about privacy

If you are concerned that Jacana Energy has breached your privacy or you have a complaint about our handling of your personal information, please contact our Privacy Officer in writing, using the contact details below. We will investigate your complaint and provide you with a response.

Post: **Att: the Privacy Officer**
Jacana Energy
GPO Box 1785
Darwin NT 0801

Email: privacy@jacanaenergy.com.au

If you are not satisfied with our response, then you may lodge a complaint with the Northern Territory Information Commissioner (<https://infocomm.nt.gov.au>) or the Office of the Australian Information Commissioner (www.oaic.gov.au).

10. Contact us

You may opt out of receiving communications promoting our goods and services by contacting us by telephone on **1800 522 262**.

Alternatively you can write to us using the contact details below.

Post: Jacana Energy
GPO Box 1785
Darwin NT 0801

Email: customercare@jacanaenergy.com.au