

# GEE Energy

## Privacy Policy

To supply energy to businesses around Australia, GEE Energy need to collect the personal information of our customers. We are aware that you have entrusted us with this information, and we are committed to keeping it safe and secure. This privacy policy has been developed to ensure that your details are kept safe and handled in an appropriate manner.

Our Privacy Policy explains how we manage your personal information, the types of personal information we collect (and the reasons we collect it), how we use and disclose your personal information and how we store and protect it.

### How do we collect Personal Information?

We usually collect personal information directly from you, unless it is impractical to do so. The other sources we collect personal information are:

- by telephone, in person, in writing, online (including through the use of cookies on our websites) and electronically by email, or;
- from publicly available sources or from third parties like marketing companies, credit reporting bodies, brokers, partners or energy distributors.

### What information do we collect and hold?

Depending upon the nature of your business relationship with us, we may collect and hold different kinds of personal information about you, including your name, address, phone number, email ID, bank account details, concession card details and more.

### How do we hold the information?

We hold your personal information in our:

- electronic databases & IT systems
- digital records
- telephone recordings
- in hard copy or paper files

### Why does GEE Energy collect personal information?

GEE Energy only collects and holds personal information when it is necessary for its operations, including for the performance of its statutory functions and services. We need your personal information to identify you, interact with you and understand your requirements for the purposes of offering or supplying retail energy. We may also need to assess your creditworthiness and repayment capacity.

### **How do we use and disclose your personal information to third parties?**

We use and disclose your personal information for the purposes we collected it. We may occasionally use the information we hold about you for promotional or direct marketing purposes and for the purpose of advising of training or services that may be of interest to you.

We respect your personal information and keep it confidential to the best of our abilities. However, we disclose your information to third parties if it is for the primary purpose that we collected it or for another related purpose. We verify that the third party also treat the information in compliance with the Privacy Act 1988 (Commonwealth).

We may also disclose your personal information to third parties like financial institutions, credit rating agencies, your authorised representatives, regulatory or government authorities, our business partners, etc. to enable us to conduct our business of providing energy services.

### **How do we use and disclose credit information?**

We may disclose credit information to (and collect credit information from) the credit reporting bodies when an individual or a company applies for a connection with GEE Energy. This is for the purpose of obtaining a credit report about a potential customer or an existing customer, with their consent. The information we provide the credit reporting body is necessary to identify the individual and the type of credit applied for or provided in relation to energy services.

### **Can you access your personal information?**

You may contact us to request access to personal information about you held by GEE Energy. While we grant access in usual circumstances, we can also refuse to give you access to your personal or credit-related information in line with the Privacy Act.

### **Our websites**

#### **Cookies**

A cookie is a small file that can be placed on your device that allows us to recognise and remember you. It is sent to your browser and stored on your computer's hard drive or tablet or mobile device. When you visit our sites, we may collect information from you automatically through cookies or similar technology.

#### **How do we use cookies?**

We use cookies in a range of ways to improve your experience on our site and to learn more about how you interact with our content. We use cookies to:

- understand how you use our site;
- show you content that is relevant to you, and;
- show you our products and services that are relevant to you.

We also use third-party cookies to help with performance. For example, the Google Analytics cookie gives us information such as your journey between pages.

### **Enquiries or complaints**

If you want more information about

- the way GEE Energy manage personal information;
- to request access to your personal information;
- to opt-out of receiving marketing or promotional material, or;
- if you have a complaint about a breach;

please contact us at [admin@gee.com.au](mailto:admin@gee.com.au) or call us 1300 707 042.

GEE Energy will investigate your complaint and attempt to respond in writing within 30 days. It will include the outcome of the investigation and action taken.