



PRIVACY POLICY

1. INTRODUCTION

- 1.1 Please read our Privacy Policy carefully. As part of Energy Matters' normal business operations we may collect, use and from time to time, disclose information about you to third parties. This Privacy Policy governs the information we collect about you and your use of information we provide to you.
- 1.2 This Privacy Policy is incorporated into and subject to the terms of our Site Conditions of Use and our Goods and Services Terms and Conditions. By accepting our Site Conditions of Use and our Goods and Services Terms and Conditions you accept this Privacy Policy and you expressly consent to use and disclosure by us of your personal information in the manner prescribed in this Privacy Policy.
- 1.3 Energy Matters operates under privacy practices as described in this Privacy Policy and in accordance with the requirements of any applicable laws, in particular, in the case of Australia, the requirements of the Privacy Act 1988 (Cth) (as amended) and, in the case of New Zealand, the requirements of the Privacy Act 1983 (as amended).

2. EXPLANATION OF TERMS

Energy Matters – means Energy Matters Pty Ltd ACN 118 108 044 and any of its related entities.

Site – the current sites of <http://www.energymatters.com.au>, which is the internet website through which Energy Matters sells the Goods.

Privacy Policy – refers to the privacy policy set out below.

3. INFORMATION WE COLLECT AND HOW IT IS USED

- 3.1 Personal information is collected from you in order to provide services and features that are most likely to meet your needs and to customise our services to make your experiences safer and easier. Personal information includes information which may identify you in some way, such as your name, address, age, contact details and copies of personal identification such as your driver's licence or passport.
- 3.2 We may require some financial information in situations such as (but not limited to) where you are registering to use an email account at a free email service. We use your financial information, including credit card information, to verify your name, address and other contact information, as well as to bill you for your use of our services.
- 3.3 We collect data about you to do internal research. This information may include the URL you came from, your IP address, your browser and cookie information.
- 3.4 If you choose to make a purchase on our Site, we collect information about your use of our Site.
- 3.5 Occasionally, when you access our Site we may use a feature of your browser called a "Cookie". A Cookie is a piece of information that a website sends to your browser. Cookies are used to add functionality, track website usage and to enable us to personalise your visit to our Site. Cookies do not in themselves identify you. Rather, they identify your computer's browser. We may also use Cookie technology to track the number of visitors to our Site in an aggregate form. Personally identifiable information is not extracted or collected in this process. You may set your computer browser to disable Cookies or to alert you when Cookies are being sent. If you disable Cookies, we may be unable to optimise your visit to our Site and certain features may not be available.



- 3.6 When you browse our Site, we may also collect and log the following types of information (**Clickstream Data**):
- (a) the date and time that you visit our Site;
 - (b) the amount of time you spend on our Site;
 - (c) the particular pages that you visit;
 - (d) the type of browser you use;
 - (e) the address of your server; and
 - (f) the address of the website that you have connected from.
- 3.7 We do not use Cookies or Clickstream Data to personally identify you. We use the data on an aggregate and anonymous basis for purposes which include generating statistics, managing the effectiveness of our Site, identifying repeat visitors, building anonymous profiles of visitors to enable content on the Site to be tailored to them and for market research.
- 3.8 We use the information provided by you or collected about you to target and customise our advertising and to advise you of products and services and for other business related purposes.

4. DISCLOSURE OF YOUR INFORMATION

- 4.1 If you provide your consent to us doing so, we may use your personal information in order to keep you up to date with information about us and our products and services, or to provide you with special offers. You can opt out from receiving promotional material from us at any time by emailing us and requesting to be removed from our mailing lists.
- 4.2 We cannot and do not guarantee, and you should not expect that, your personal information or private communications will always remain private. For example, we may be required to disclose your information to the government or pursuant to legal requests.
- 4.3 Disclosure of your personal information will only be made in circumstances where:
- (a) it is done for the purpose for which it was collected;
 - (b) we are required to make such disclosure by law;
 - (c) you expressly consent to us making such disclosure; or
 - (d) such disclosure is permitted by this Privacy Policy, our Website Conditions of Use and/or our Goods and Services Terms and Conditions.

5. SECURITY

- 5.1 Perfect security does not exist on the internet. However, we use industry standards to safeguard the confidentiality of your personal information.
- 5.2 We will at all times take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. Where personal information is held by us in electronic or physical form, we will take all reasonable steps to ensure that such information is secure.

6. CHECKING YOUR PERSONAL INFORMATION

- 6.1 If you wish to access, verify, correct or update any of your personal information collected by us, please contact us using the contact details available on our Site.
- 6.2 We will at all times endeavour to assist you in respect of any queries you may have in relation to your personal information, however we reserve the right to refuse access to such information where permitted to do so by the National Privacy Principles.



7. CHANGES TO THIS PRIVACY POLICY

- 7.1 As from time to time we may need to update this Privacy Policy, you should check it every time you access or use any Site.
- 7.2 All amendments to the Privacy Policy will be effective 30 days after their initial posting to this Site.
- 7.3 If you do not agree to any changes to the Privacy Policy, please do not use our Site.

8. CHILDREN

Children under the age of 18 should not be permitted by their parents or guardians to submit any personal information to us.

9. OTHER SITES

- 9.1 The Site may contain links to other websites that we do not own or operate. We do not control, recommend or endorse and we are not responsible for these websites or their content, products, services or privacy policies.
- 9.2 Downloading material from certain sites may risk infringing intellectual property rights or introducing viruses into your system.
- 9.3 You should be aware of when you leave this Site and you should read the privacy policies and terms of other sites accessible through links from this Site.
- 9.4 You should also independently assess the authenticity of any website which appears or claims that it is one of our sites (including those linked through an email).