

Privacy Collection Statement and Statement of Notifiable Matters

Energy On – Simplifying Utilities

Version: 1.3

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Privacy Collection Statement

Energy On Pty Ltd (ABN 90 145 225 485) is part of the Energy On group of companies (referred to in this document as the **Energy On Group, we, us or our** and listed here <https://www.energyon.com.au/about-us/>. The Energy On Group may collect, use and disclose various and credit-related information about customers who have applied for or obtained credit from us (**customer**).

Generally speaking, we collect and use your personal information for the purposes of providing goods and services (including provision of electricity, gas, hot water, cold water, or telephony; managing services; invoice services; and equipment and infrastructure procurement services) or information to you, facilitating our internal business operations (including assessing account and credit applications), and providing you with information about other goods and services that we, and other organisations that we have affiliations with, offer that may be of interest to you.

Generally speaking, we collect and use your credit-related information in order to assess your financial position and your application for a credit account, providing you with credit, for securitisation-related purposes, for our internal management purposes that are directly related to the management of the credit we provide you, where we reasonably believe that you have committed a serious credit infringement, and where otherwise required or permitted by law.

If you choose not to provide us with your personal information, or it's incomplete or inaccurate, we may not be able to provide you with the goods and services or information you are seeking. If the credit-related information you provide to us incomplete or inaccurate, we will not be able to assess your application for a credit account.

We may disclose your personal information to our workers and consultants who assist us in operating our business and providing products and services to you, other entities in the Energy On Group, third parties to whom you have agreed we may disclose your information or as otherwise required or authorised by law. Your personal information will also be disclosed to third party service providers who assist us in operating our business, some of whom are located overseas, such as United States of America and Vietnam. We have taken reasonable steps to ensure these third parties have appropriate security for your personal information.

In addition to the above, we are likely to disclose personal information, credit information, and credit eligibility information to a credit reporting body and other third parties as set out in our privacy and credit reporting policy. The credit reporting body we may disclose personal information to is Equifax Pty Ltd (contact details are available at <https://www.equifax.com.au/contact>).

More detailed information about the way we use, disclose and secure your personal information and credit-related information, how you can access and correct that information, and how you can make a complaint about a breach of the Privacy Act, Australian Privacy Principles, or the Credit Reporting Code and how we will deal with the complaint can be found in our Privacy and Credit Reporting Policy, available at <https://www.energyon.com.au/customers/policies/> or by contacting us at:

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Email	TheTeam@EnergyOn.com.au
Fax	+61 3 9544 1300
Mail	PO Box 2624, Mt Waverley, VIC 3149
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Statement of Notifiable Matters

Under the Privacy (Credit Reporting) Code, there are several ‘notifiable matters’ that we are required to disclose to you at or before the time of collecting credit-related information that is likely to be disclosed to Equifax.

Those matters are:

- (a) Equifax may include the credit-related information we provide to it in reports, which it then provides to other credit providers to assist those other credit providers to assess your creditworthiness;
- (b) if you fail to meet your payment obligations in relation to consumer credit, or commit a serious credit infringement, we may disclose this to Equifax;
- (c) you can request a copy of our Privacy and Credit Reporting Policy by contacting us, or obtain it directly from our website;
- (d) you can request a copy of Equifax’s Credit Reporting Policy using the contact details set out above;
- (e) you have the right to access credit-related information we hold about you, request that we correct the information, and make a complaint, as set out in the Privacy and Credit Reporting Policy;
- (f) you can request Equifax not to use your credit-related information for the purposes of pre-screening of direct marketing by us;
- (g) you can request Equifax not to use or disclose your credit-related information if you believe on reasonable grounds that you have been, or are likely to be, the victim of fraud; and
- (h) you can ask us to give you a hard copy of the Privacy and Credit Reporting Policy and this statement of notifiable matters.

Document History

Version	Date	Author	Comment
1.0	November 2020	R. Di Noto	Document issued and published
1.2	October 2021	R. Di Noto	Reviewed for annual update
1.3	June 2022	R. Di Noto	Annual review, update of Equifax link.