
Enerven Privacy Policy

Purpose

Enerven Energy Infrastructure Pty Ltd and Enerven Energy Solutions Pty Ltd (together “**Enerven**”) are committed to the protection of your personal information. We are required to comply with the Privacy Act 1988 (Cth) (Privacy Act) including the privacy principles applying to the private sector.

This Privacy Policy is provided to make you aware of how Enerven collects, manages, uses, discloses and otherwise handles personal information.

This Privacy Policy is current as at 19 December 2017 and may be reissued from time to time.

Collection of your personal information

We collect personal information that we require for the purposes of our business functions and activities and as otherwise required or permitted by law.

Our functions and activities include (among other things), the delivery of electrical infrastructure services, telecommunications infrastructure services, as well as material sales, services in PV solar and energy storage supply, smart lighting, stand-alone power systems, micro-grids, and the supply and installation of electric vehicle charging stations.

The types of personal information we collect about you, and our use of that information, depends upon your dealings with us.

The collection of personal information allows us to contact you in relation to your electricity supply when necessary. If you do not provide all of the personal information we require, we may be unable to provide you with the goods and services you are seeking.

In some circumstances (where necessary), we may collect sensitive personal information about you. For example, if you have special health needs relevant to electricity outages, such as dependence on a dialysis machine or other life support equipment. Sensitive information is only collected, used and disclosed with your consent or as otherwise required or permitted by law.

We may collect your personal information directly from you but in some circumstances, we may also collect this information from a third party (e.g. an electrical contractor, building contractor or from others who are acting on your behalf).

If you provide us with personal information about a third party, you warrant to us that the third party has consented to us collecting and using their personal information in accordance with this Privacy Policy.

If you are a customer requesting a service from Enerven we will typically collect the following personal information about you: your name, postal address, telephone number, address of premises at which Enerven’s service is provided (if applicable), the type of service requested, the payment arrangements and credit card details (where payment is made electronically).

We may also collect personal information about you in other situations including (without limitation) if you enter any of our competitions or promotions, if you enquire about our products or services or if you submit feedback or questions via the internet or email, or contact us for information. Generally, this information will include your name, address, telephone number and email address.

Use and disclosure of your personal information

We will store, use and disclose your personal information for the purposes for which we collected it, for other related purposes that you would reasonably expect, and as otherwise permitted or required by law.

These purposes include providing you with information about our business and related products and services; notifying you (where relevant to you) about emergencies, outages, faults or interruptions to supply of power; responding to or investigating or resolving an enquiry or complaint.

We may disclose your personal information to third parties in connection with goods or services we provide to you and to our suppliers who provide services to us (for example (where applicable), advisers and service contractors associated with operating and improving our business). We may also disclose personal information to our related entities where necessary for the purposes of our business.

From time to time we may use your personal information for management or statistical purposes.

Enerven may also use and disclose personal information as permitted or required by law (including to any regulator or government authority who has the right to access our records).

Information Disclosed Overseas

We will disclose your personal information outside Australia where necessary for our business purposes (for example, where you provide an overseas mailing address to us or to our related entities in Hong Kong). We may also store and process your personal information at offshore locations, including offshore storage and cloud facilities provided by third parties. By providing your personal information to us you consent to your personal information being transferred offshore for back-up, data security, and storage purposes (including to the USA, Singapore and Hong Kong).

We will only transfer your personal information outside of Australia for other purposes with your consent or where we are legally permitted to do so.

Protection of your personal information

Reasonable, industry-standard steps are taken to protect personal information from misuse, loss, unauthorised use, modification, interference or disclosure. All hard copy documents or electronic records containing personal information are securely stored, and can only be accessed by authorised Enerven staff.

Where Enerven contracts out some of its activities, for example data processing or analysis,

we will take reasonable steps to require those third parties to handle personal information in a manner that complies with the Privacy Act (including the privacy principles applicable to the private sector).

We may store your information on computer databases as well as in hard copy. Your records will be kept for so long as we provide goods and services to you and otherwise for the periods required by law. We will take reasonable steps to destroy or permanently de-identify records of personal information, which are no longer required.

Our website at www.enerven.com.au uses "cookies" (which is a tool for us to understand how you may use our website). We do not use the information stored in those cookies to collect information about you. Our website also contains links to other websites. We are not responsible for the privacy practices or the use and protection of your personal information on those other websites. We cannot warrant the privacy or security of personal information during transmission to our website at www.enerven.com.au.

Yours rights of access to personal information we hold about you

You can ask us to provide you with access to personal information we hold about you. We will comply with any such request to the extent required by law. There is no fee for making such a request.

We may charge a reasonable fee for you to access your personal information, but that fee will not exceed our reasonable costs of assessing your request and providing access. We will endeavour to respond to your request within 14 days. Requests must be made in writing to the mailing address provided below. We may require you to provide us with sufficient identification before providing access to your personal information.

Access to your personal information may be provided in a number of ways, including by providing you with a hard copy of the information, or by allowing you to view our records. If you satisfy us that any personal information we hold about you is not accurate, complete or up-to-date, we will amend our records accordingly. We will also take reasonable steps to notify these corrections to any entity to whom we have disclosed the personal information, unless it is impracticable or unlawful to do so.

If you believe the personal information we hold about you is inaccurate, incomplete or out of date, please contact us at the details shown below.

Concerns regarding our handling of your personal information

If you believe we have breached our obligations under the Privacy Act you may make a complaint to the Customer Relations Group via the contact details below. We will then confirm receipt of your complaint and a time frame within which we will investigate and respond to your complaint. We endeavour to provide you with a response as quickly as possible (which generally, will be within 14 days of receiving your complaint).

Contact information

If you have any questions about our management of your personal information, please contact us for further information as per the details set out below:

Enerven
1 Station Place
Hindmarsh South Australia 5007
Phone: 1300 334 523
Email: enquiries@enerven.com.au