

# CENTRAL VICTORIA SOLAR CITY – PRIVACY POLICY



*Local energy solutions.*

Sustainable Regional Australia Pty Ltd (ACN 114 664 050) trading as ZC02e, on behalf of the Central Victoria Solar City Project Consortium is committed to protecting your privacy and to complying with the Information Privacy Principles (where applicable) and the National Privacy Principles under the Privacy Act 1988 (Cth). This Privacy Policy informs you as to the kind of information we may collect about you, how we may use that information, whether we disclose it to anyone and your ability to correct this information.

## **Consent**

By supplying your information to us, you consent to the terms of our current Privacy Policy. If you do not agree with any term in this policy, please do not supply your information to us.

## **Collection**

We may collect information when you communicate with us by phone, email, in writing or in person.

## **What is Personal Information?**

When we refer in this Privacy Policy to 'Personal Information', we mean personally identifiable information such as your name, mailing address, email address or telephone number.

In conducting surveys relating to your participation in the Central Victoria Solar City Project, there may be times where we, or an agent acting on our behalf, seeks to collect sensitive Personal Information. When we refer in this Privacy Policy to 'Sensitive Personal Information', we mean personally identifiable information which is of a sensitive nature, such as health information and information about a persons' race, ethnic origin, political opinions, membership of trade associations, religious or philosophical beliefs. We will clearly identify any time that we or an agent seeks to collect Sensitive Personal Information, and the intended use of that information.

## **Collection of Personal Information**

You may be asked to provide Personal Information when you register your interest in participating in the Central Victoria Solar City Project, when you use or request a

product or service, complete a survey, questionnaire, application or registration form or request information or mailings, make a comment or enquiry or for a number of other reasons.

The type of Personal Information that we collect will depend on the circumstances of collection, For example, in registering your interest to participate in the Central Victoria Solar City Project, you will be required to provide your name and phone number, to enable Origin to contact you to provide further information about the retail products available as part of the project. However, if we were to ask you to complete a survey or questionnaire, we may not necessarily ask you to include those particular pieces of Personal Information in your response.

We will not collect any Personal Information unless you provide this information voluntarily. When you provide us with Personal Information, you are authorising us to use that information in accordance with the terms of this Privacy Policy.

## **How we use and disclose Personal Information**

Your Personal Information will be used by us for the express purpose for which it was collected (eg to respond to your enquiry, to send you information or to provide you with requested services).

## **When may we disclose the Personal Information?**

We may need to share your Personal Information with or pass it to members of the Consortium or to related companies, contractors, agents and suppliers of consortium members (including IT providers, financial institutions, marketing and communications agencies, call centres, printers, mailing houses and debt collection agencies and external business advisors) where required for an express purpose or as authorised by law.

For example, this includes:

- The provision of your name and phone number to Origin to contact you to provide further information about the retail products available as part of the

project.

- The collation of electricity usage data from the interval meter located at your residence by a Consortium member, which you then allow to be released to Powercor for the purpose of supplying to University of Ballarat.
- The release of your electricity usage data to the University of Ballarat, in order for the University of Ballarat to analyse and interpret that data to determine whether the project goals have been met.

The information may also be shared with other Consortium members and/or the Commonwealth and the State Government of Victoria in order to assist in the development of Australia's future energy and energy efficiency policies. While every attempt will be made to remove any personal information from the data, identifying information may not be able to be removed in all circumstances. To the extent that such information cannot be removed, you are notified that it may be used to assist in the development of energy and energy efficiency policies by the relevant Commonwealth and Victorian Ministers, Departments and/or agencies; and the administration of the Solar Cities program by the Commonwealth

Your Personal Information may also be used by us to improve our products and services and to contact you regarding other products and services which may be of interest to you. We may use your Personal Information to ask you for your opinions or to compile statistics, market research data and other data associated with the analysis of the performance and operations of the Central Victoria Solar City Project.

This may involve sharing your Personal Information with third parties, including organisations which provide data analysis and research services, such as the University of Ballarat.

Where the express purpose is to enable a Consortium member or to related company, contractor, agent or supplier to contact you, by providing your personal information you understand that those parties may contact you for that express purpose, notwithstanding that your details may be lodged with the Do Not Call Register established under the *Do Not Call Register Act 2006* (Cth).

Where your details are provided to any other party, we will require them to be kept safe and secure and used only for the intended purpose. We will also require that those parties also comply with the Information Privacy

Principles (where applicable) and the National Privacy Principles when they handle those details. At any time, however, you may opt out of such future contact by writing to us at [info@centralvictoriasolarcity.com.au](mailto:info@centralvictoriasolarcity.com.au) or at PO Box 557 Castlemaine, Victoria 3450 or calling us on (03) 54791900.

Finally, we will release your Personal Information if required to do so by law, for energy market requirements and in the interests of safety and public wellbeing.

### **What happens if you don't provide the requested Personal Information?**

In some circumstances, if we are unable to collect Personal Information from or about you, we or other Consortium members may not be able to do business with you, and as a result you may not be eligible for certain benefits provided to participants of the Central Victoria Solar City Project.

In our communications to you we will clearly demonstrate the circumstances where the provision of certain Personal Information is mandatory in order for participants to receive benefits under the terms and conditions of the Central Victoria Solar City Project.

### **What happens to your Personal Information if you move house or cancel the agreement during the Term of the Project?**

If during the Term of the Project you move house, you choose to cancel, or the agreement is terminated in accordance with the Engagement Contract or the Project terms and conditions, you agree that for the remainder of the Term of the Project, we may continue to collect and use your household's energy usage data recorded by the Meter in accordance with this Privacy Policy, unless in the process of cancellation you elect in writing to 'opt-out' of providing such data

### **Where ZCO2e continues to collect such data after cancellation:**

- ZCO2e will continue to comply with the Privacy Act and with this Privacy Policy;
- any such data collected after cancellation may only be used by any of the authorised parties under this Privacy Policy, and only for the purposes of research tasks to evaluate the impact of the Project and to assist in the development of Australia's future energy and energy efficiency policies; and
- if you wish to access or correct the personal

information held by ZC02e, you may contact ZC02e on (03) 5479 1900 or contact us via email at PO Box 557 Castlemaine, Victoria 3450

### **Security of Personal Information**

We will take all reasonable steps to ensure that all Personal Information we collect, use or disclose is stored in a secure environment accessed only by authorised persons.

### **How to access, correct or update your information**

We will take all reasonable steps to ensure that all information we collect, use or disclose is accurate, complete and up-to-date. Please contact us if your details change or if you believe the information we have about you is not accurate or complete.

We will provide you with reasonable opportunity to access your Personal Information and have it corrected or updated. There is no fee to apply for access, but we may charge you our reasonable expenses for granting access.

### **How long do we keep Personal Information?**

We will take reasonable steps to destroy or permanently de-identify Personal Information that is no longer needed for any purpose that is permitted by the Privacy Act 1988 (Cth).

### **Resolving concerns**

If you believe that the privacy of your Personal Information has been compromised, you are entitled to complain and we will endeavour to satisfactorily resolve the issue. Complaints can be made by contacting the Central Victoria Solar City office on (03) 54 791900. We will respond to complaints as soon as possible.

### **Changes**

We reserve the right to amend or edit this Privacy Policy at our discretion. If we decide to change our Privacy Policy we will post the changes here [www.centralvictoriasolarcity.com.au](http://www.centralvictoriasolarcity.com.au)

### **Contact us**

Please write to us at PO Box 557 Castlemaine, Victoria 3450 or call us on (03) 54791900 if you:

- have any questions, comments or concerns about this Privacy Policy;
- do not want to be contacted in the future by us;
- would like us to update or correct your Personal Information in our records; or
- wish to report a breach of the Privacy Policy.

