

PRIVACY STATEMENT

This Privacy Statement describes how we use, collect and disclose personal information (including credit information) about you, how you can access and request correction of personal information we hold about you and how you can make a complaint if you have a concern about how Momentum Energy Pty Ltd ("us", "we", "our") has dealt with your personal information.

How We Collect Your Personal Information

We collect personal information about you directly from you, unless it is unreasonable or impractical to do so. We may collect your personal information by telephone, in person, in writing, online (including through the use of cookies on our websites), electronically by email and by the use of surveillance camera systems located at our sites. We may also collect your personal information from publicly available sources or from third parties, for example from marketing companies or brokers who may have introduced you to us. We will collect your personal information on an ad hoc or recurrent basis using the above methods.

Why We Collect Your Personal Information

We collect your personal information so that we can conduct our business activities and provide energy services to you, including so that we can:

- Identify you and conduct appropriate checks
- Understand your requirements and provide you with energy services
- Set up, administer and manage our operations and the provision of our services
- Assess your credit worthiness and capacity
- Provide state government concessions and hardship assistance
- Promote and market our products and services
- Manage, train and develop our employees and representatives
- Manage complaints and disputes (including in connection with disputes handled by external dispute resolution bodies)
- Understand your needs, your behaviours and how you interact with us so that we can engage in research and development in connection with our services and business strategy, including managing the delivery of our services and the ways we communicate with you.

If we are unable to collect personal information about you, we may not be able to deal with you, or provide you with energy services.

We may be authorised or required to collect your personal information under Australian consumer legislation or the relevant energy and electricity codes.

Who We Disclose Your Personal Information To

We disclose your personal information to and collect your personal information from, third parties to enable us to conduct our business. These third parties include:

- regulatory or government authorities
- your authorised representatives
- representatives, agents or contractors we appoint or engage to provide services in connection with the operation of our business and the provision by us of energy services, for example information technology services, hosting services, telephony services, mailing house services, printing services, call centre services, debt collection services, marketing and communications services, research, planning and development services, external dispute resolution services, energy distributors and other energy retailers
- financial institutions

- our business partners
- our professional advisers
- credit reporting bodies
- other credit providers (including for references and collections activities)
- any other organisation or person you ask us to provide your personal information to (or collect your personal information from).

We may also disclose your personal information to Hydro-Electric Corporation ABN 48 072 377 158 (trading as Hydro Tasmania), which is a related company of ours.

Disclosures to Credit Reporting Bodies

Where the Privacy Act permits us to, we may disclose your personal information to credit reporting bodies. For example, to obtain a credit report about you to assess your application for an energy account with us or to assist us to collect overdue payments.

If you fail to meet your payment obligations under credit provided by us, or commit a serious credit infringement, we may be entitled to disclose this to a credit reporting body.

Credit reporting bodies may include personal information provided by us in reports provided to other credit providers to assist them to assess your credit worthiness. If you fail to meet your payment obligations in relation to consumer credit provided by us or other credit providers, or if you commit a serious credit infringement in connection with consumer credit, we (or the other credit providers) may be entitled to disclose that information to credit reporting bodies.

We currently disclose personal information to and collect personal information from the credit reporting bodies Equifax and Dun & Bradstreet.

A copy of Equifax's Credit Reporting Policy can be obtained by contacting:

Equifax Business Information Services Ltd

Phone: 1300 850 211

Mail: Attention: Public Access Division, Equifax, PO Box 964, North Sydney, NSW 2059

Web: www.equifax.com.au/privacy

Web: www.mycreditfile.com.au

Equifax's credit reporting policy is set out at <https://www.equifax.com.au/contact>

A copy of Dun & Bradstreet's Credit Reporting Policy can be obtained by contacting:

Dun & Bradstreet Australia

Phone: 1300 734 806

Mail: Attention: Public Access Centre, Dun & Bradstreet Australia, PO Box 7405, St Kilda Rd, VIC 3004

E-mail: PACAUstral@dnb.com.au

Web: www.checkyourcredit.com.au

Dunn & Bradstreet's credit reporting policy is set out at http://dnb.com.au/Header/About_Us/Legal/Privacy_policy/index.aspx

Disclosure Overseas

Some of your personal information may be disclosed, processed or stored overseas by us or by our third party service providers. Where your personal information is disclosed, processed or stored overseas, we take reasonable steps to ensure that overseas recipients comply with Australian privacy laws applicable to the handing of your personal information. Further information can be found in our Privacy Policy.

Marketing

We may use and disclose your personal information to market a particular product or service to you which may be of interest to you. From time to time we may contact you to inform you of any new or existing products or services. We may contact you by email, text message, phone or by post to let you know about specials, our promotions or any new or existing products or services. We also use internet-based marketing including targeted online advertising and online behavioural marketing.

We may disclose personal information to our business partners to allow them (or us) to tell potential customers about a product or service. Our marketing agencies may contact potential customers using personal information that they already hold, or that we may provide to them, in order to serve our potential customers with more relevant advertising about our services and products.

You can contact us at any time if you do not want to receive marketing information from us by calling us on 1300 662 778.

Opting out of direct marketing pre-screening

A credit reporting body may use your credit information to assist a credit provider to market to you by pre-screening you for direct marketing by the credit provider. This process is known as a “pre-screening”. If you do not want a credit reporting body to use your information for the purpose of pre-screening, you have the right under the Privacy Act to contact them and request that they exclude you from pre-screening (at no cost to you).

If you are a victim of fraud (including identity fraud)

You are entitled under the Privacy Act to request that a credit reporting body not use or disclose credit information they hold about you in circumstances where you reasonably believe that you have been, or are likely to be, a victim of fraud, including identity fraud. The period while this applies is called a “ban period”. The credit reporting body will explain to you in more detail the effect and duration of a ban period when you contact them.

Access, Corrections and Complaints

You have the right to request access to and correction of, personal and credit reporting information we hold about you. Information about how you can do this is set out in our Privacy Policy.

Our Privacy Policy also contains information about how you can make a complaint if you are concerned that we have not complied with Australian privacy laws in relation to your personal information, and how we will deal with a complaint.

Our Privacy Policy is available at www.momentum.com.au, or you can call us on 1300 662 778 for further information.

Telephone Call Recording

We may record incoming and outgoing telephone calls for training or verification purposes. Where we have recorded a telephone call, we can provide you with a copy at your request, where it is reasonable to do so.

For more information, refer to Momentum Energy’s Privacy Policy by clicking [here](#).