

## **COLLECTION STATEMENT**

Your personal information is being collected by **Momentum Energy Pty Limited (ABN 42 100 569 159) (Momentum)**.

### **How Personal Information is Collected**

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) and electronically by email.

We may also collect your personal information from publicly available sources or from third parties, for example from address validation software, marketing companies, brokers, partners or energy distributors who may have introduced you to Momentum or from credit reporting bodies. We also collect information internally about the conduct of our customers' accounts.

### **Purposes of Collection**

Momentum collects your personal information for the purpose of providing products or services to you including the following:

1. to identify you and conduct appropriate relevant checks;
2. to understand your requirements and provide you with our services and products;
3. to set up, administer and manage our operations and the provision of our services;
4. to assess your credit worthiness and repayment capacity;
5. to collect payments owed;
6. to derive scores, ratings, summaries and evaluations relating to your credit worthiness (which are used in our decision-making processes and ongoing reviews);
7. to participate in the credit reporting system (including providing information to credit reporting bodies);
8. to provide state government concessions and hardship assistance;
9. to promote and market our products and services to you with your consent and where permitted by law;
10. to respond and communicate to you if you make a complaint or request a correction;
11. to manage, train and develop our employees and representatives;
12. to manage complaints and disputes (including in connection with disputes handled by external dispute resolution bodies);
13. to 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;
14. to meet our legal and regulatory obligations and comply with law enforcement activities.

If you do not provide your personal information to us, Momentum may not be able to provide you with the services, products, benefits or information you require.

### **Use and Disclosure**

We use and disclose your personal information for the purposes we collected it.

If you would reasonably expect us to do so, we may also use and disclose your personal information for a secondary purpose that is related to a purpose for which we collected it.

In the case of sensitive information, any use or disclosure for a secondary purpose (that you would reasonably expect) will be directly related to the purpose for which we collected it.

Some credit information may only be used or disclosed under the *Privacy Act 1988* (Cth), which includes the Credit Reporting Privacy Code, for some purposes or in some circumstances.

We may also disclose your personal information to Hydro Tasmania. When we do so, Hydro Tasmania may use and disclose your personal information for the same purpose (and subject to the same restrictions) that we collected it.

We will disclose your personal information to (and collect your personal information from) third parties to enable us to conduct our business of providing energy services. These third parties include:

- regulatory or government authorities;
- authorised representatives appointed by you;
- 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;
- any other organisation or person you ask us to provide your personal information to (or collect your personal information from);
- credit reporting bodies.

#### **Disclosures Overseas**

Some of your personal information may be disclosed, processed or stored overseas by us or by our third party service providers in the following countries:

- The Philippines
- New Zealand
- United States of America
- Japan
- Norway

#### **Access and Correction**

For further information on how Momentum handles your personal information, please see our Privacy Policy at: <http://www.momentumenergy.com.au/privacy-policy>.

If you have any queries or complaints about our use or disclosure of your personal information, or if you would like to access your personal information or seek correction of your personal information, please contact Momentum using our details set out in the Privacy Policy.

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