

## PRIVACY POLICY & WEBSITE PRIVACY POLICY

### 1. Policy Statement

Sanctuary Energy is one of Australia's leading renewable energy retailers. Sanctuary Energy is dedicated to upholding Australian privacy laws. Privacy laws protect the information we collect and retain about you, and your electricity supply.

If you would like more information about how Sanctuary Energy safeguards your privacy, you can obtain a copy of Sanctuary Energy's privacy policy (as detailed below) by contacting our Customer Service Centre on **1800 109 099** or from any **Sanctuary Energy office**.

### 2. Privacy Policy

Sanctuary Energy is bound by the National Privacy Principles (NPPs). These privacy principles are detailed in the Privacy Act of 1988 (*the Privacy Act*) and govern how all organisations handle personal information.

Our Privacy Policy is organised into the following sections:

- a. **Information we may collect from you**
- b. **How we use your personal information to provide you with energy services**
- c. **Disclosure of your details to other parties**
- d. **Your right to access personal information**
- e. **Security of your personal information**
- f. **Changes to this Privacy Policy**

#### a. Information We May Collect From You

Sanctuary Energy is one of Australia's leading sustainable energy retailers. We perform all functions related to the supply of energy and renewable energy services. For the purposes of our Privacy Policy, these are referred to as 'our products or services'. Sanctuary Energy may also request information about you in order to help you decide which of our products or services would best suit your requirements.

Sanctuary Energy will not collect sensitive information about you (such as details of your race, political beliefs, or religion) although in certain circumstances we might collect information that is sensitive information under the Privacy Act 1988 (Cth) and / or health information under the Health Records and Information Privacy Act 2002 (NSW). For instance; we need to know some information about your health status in relation to the provision of electricity and rebates for life support systems. We will seek your consent before collecting this information from you.

Sanctuary Energy will disclose your personal information under energy law or for other legal reasons; to law enforcement agencies or in emergencies. Sanctuary Energy will disclose your personal information to market participants and other third parties such as; collection agencies as permitted by energy law and renewal infrastructure installers.

## **b. How We Use Your Personal Information**

The personal information collected from you by Sanctuary Energy is used to:

- Provide you with products and services, or with other information you have requested. This will include use of personal information for establishing and maintaining your energy account, payment of government rebates, energy saving advice and installation of renewable infrastructure.
- Notify you about new Sanctuary Energy products, services or promotions from time to time.

If at any time you no longer wish to be notified about new Sanctuary Energy products, services or promotions; please contact us on **1800 109 099**.

## **c. Disclosure Of Your Details To Other Parties**

In the circumstances described below, personal information may be disclosed outside Sanctuary Energy.

### **i. Outsourcing**

Personal information collected by Sanctuary Energy may be disclosed to third parties to whom Sanctuary Energy contracts out specialised functions (including mailing houses and printing companies). If Sanctuary Energy does disclose personal information to third party contractors under outsourcing or contracting arrangements, Sanctuary Energy takes steps to ensure that those contractors:

- Comply with the National Privacy Principles when they handle your personal information.
- Are authorised only to use personal information in order to provide the services or to perform the functions required by Sanctuary Energy.

### **ii. Disclosures Required By Law**

For legal reasons, other disclosures may need to be made to law enforcement agencies, government agencies, courts or external advisors. For example; Sanctuary Energy may be asked to disclose certain personal information about an individual to assist the police with an investigation into criminal activities. Sanctuary Energy's policy is to only make such disclosures in accordance with the Privacy Act.

iii. *Sanctuary Energy does not sell, rent or trade personal information to or with third parties.*

#### **d. Your Right To Access Personal Information**

Under the Privacy Act, you have a right to seek access to information which Sanctuary Energy holds about you (although there are some exceptions to this). Sanctuary Energy aims to ensure that the personal information we retain about you is accurate, complete and up to date. You also have the right to ask us to correct information about you which is inaccurate, incomplete or out of date.

If you wish to exercise your right under the Privacy Act to seek access to the personal information that Sanctuary Energy holds about you, we ask that you contact Sanctuary Energy's Customer Service Centre on **1800 109 099** which will explain how Sanctuary Energy will handle your access request.

#### **e. Security Of Your Personal Information**

Sanctuary Energy takes reasonable steps to ensure the security of personal information from risks such as loss or unauthorised access, destruction, use, modification or disclosure. Access to personal information is restricted to Sanctuary Energy staff members and agencies that require access to records as part of their job. Only authorised personnel may access your details through secure, audited access-controlled systems.

#### **f. Changes To This Privacy Policy**

This Policy is subject to amendment at any time without notice. Information received prior to an amendment will remain subject to the policy applicable before the amendment. This Policy was last updated in May 2010.

### **3. Website Privacy Policy Statement**

#### **a. Approach To Privacy**

Sanctuary Energy respects privacy and is committed to complying with the National Privacy Principles in the *Privacy Act 1988*. This Website Privacy Policy explains how we handle information we collect online. For more information about how Sanctuary Energy handles personal information, and information about how you can seek access to the personal information which Sanctuary Energy holds about you; see Sanctuary Energy's Privacy Statement and Privacy Policy above.

#### **b. Online Information We May Collect From You**

This website Privacy Policy applies to the information we collect from you when you use the Sanctuary Energy website. We may collect personal information from you online when you complete a form on this website.

As noted below we may also collect other information as a result of your use of the Sanctuary Energy website, which may or may not identify you.

### c. How We Use Your Personal Information

If we collect personal information from you online, we may use it to:

- Provide you with our products or services, or with other information you have requested.
- Notify you about new Sanctuary Energy products, services or promotions from time to time, if you agree.

### d. Other Privacy Issues

In order to protect your privacy:

- We do not sell to other persons or organisations lists containing your personal information.
- We will not disclose any personal information we hold about you to any third person or other organisations without your written consent or your implied consent. You give implied consent when you indicate to us that you wish to obtain information about goods or services supplied by third parties.
- We restrict access to personal information about you to those Sanctuary Energy staff that require details to provide goods and services to you; or to provide you with information about Sanctuary Energy's products and services (as described above).

### e. Contacting Sanctuary Energy

If you have any questions or you would like further information on how Sanctuary Energy protects or uses your personal information, please contact Sanctuary Energy's Customer Service Centre by:

- Telephone **1800 109 099** or
- Facsimile (02) 4351 5533 or
- Email [info@sanctuaryenergy.com.au](mailto:info@sanctuaryenergy.com.au) or
- Letter to: The Customer Services Manager,  
Sanctuary Energy, PO Box 3378, Tuggerah NSW 2259.