

RIMFIRE ENERGY

PRIVACY POLICY

1. Your privacy is important to us

- 1.1 Your privacy is important to Rimfire Energy Pty Ltd ABN 81 160 378 941 ('Rimfire Energy' 'we', 'our' or 'us').
- 1.2 We comply with the *Privacy Act 1988* (Cth), the Australian Privacy Principles set out in Schedule 1 of that Act, any registered APP code that binds us and any applicable privacy laws and regulations.

2. This privacy policy

- 2.1 We manage your personal information in an open and transparent way.
- 2.2 This privacy policy explains how we manage your personal information and how we deal with your enquiries and complaints.
- 2.3 By visiting our website or otherwise providing us with your personal information, you consent to the collection, use, storage and disclosure of your information in accordance with the law, this privacy policy and, where applicable, in accordance with the terms of our agreement with you.
- 2.4 We may amend this policy from time to time. The most recent version will appear free of charge on our website at www.rimfireenergy.com.au. Alternatively, you can contact us to request a paper copy of the policy, and we will send one to you free of charge. We can be contacted by email at enquiries@rimfireenergy.com.au, by telephone on (08) 8943-0650, or by post at Privacy Officer, GPO Box 2136, Darwin, NT, 0801.

3. The kinds of personal information we collect and hold

- 3.1 As an electricity retailer, we need you to provide certain personal, and sometimes sensitive, information so that we can identify you and provide you with electricity retail products and services.
- 3.2 'Personal information' is information or an opinion (whether true or not and whether recorded in a material form or not) about an identified individual or an individual who is reasonably identifiable.
- 3.3 We collect and hold the following kinds of personal information about you:
 - (a) your name, contact details, date of birth and occupation;
 - (b) identification information such as your driver's licence number, passport number and concession card numbers;
 - (c) whether you own or rent your premises;
 - (d) if we offer a direct debit arrangement and you enter into that arrangement, your bank account or credit card details; and
 - (e) any other personal information you provide in any dealings with us.
- 3.4 We may also collect and hold information about your activities on our website via 'cookies' technology, data relating to your energy consumption, purchase history and information relating to your electricity meter.
- 3.5 'Sensitive information' includes information or an opinion about an individual's race, political beliefs, religion or health.
- 3.6 We collect and hold the following kinds of sensitive information about you:
 - (a) if you require life support equipment, information relating to this requirement; and

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(b) any other sensitive information you provide in any dealings with us.

3.7 The information we require may change from time to time, so you may also need to provide us with additional information on an ongoing basis.

4. How we collect personal information

4.1 We collect personal information that is reasonably necessary for us to carry out our functions as an electricity retailer. We do so by lawful and fair means.

4.2 We collect personal information from you personally when you provide that information to us by using our website, via email, telephone, mail or by speaking to us in person and if you:

- (a) are our customer or prospective customer;
- (b) contact us with a complaint or enquiry or to seek assistance;
- (c) enter into an agreement with us;
- (d) subscribe to receive marketing material from us;
- (e) apply for a position of employment with us;
- (f) supply us with goods or services; or
- (g) have any other dealings with us.

4.3 Where it is unreasonable or impracticable for us to collect personal information from you directly, we may collect it from other sources, for example, from public registers, third party service providers, other market participants, a market operator, recruitment agencies, past employers, regulatory bodies, government departments, your authorised contact person, credit reporting bodies and credit providers.

4.4 We only collect sensitive information about you where that information is reasonably necessary for us to carry on our functions as an electricity retailer and you have consented; or where we are required or permitted by law to do so.

5. How we hold personal information

5.1 We store your personal information electronically (in electronic data storage systems and email contact lists) and in hard copy.

5.2 We take reasonable steps to protect your personal information from misuse, interference, loss or unauthorised access, modification and disclosure. For example, we restrict access to personal information to our authorised employees, contractors, agents and service providers. We also invest in security software for our electronic data storage systems. However we are not liable for any unauthorised access to this information.

6. For what purposes do we collect, hold, use and disclose your personal information?

6.1 The main purposes for which we collect, hold, use and disclose personal information are to:

- (a) provide you with electricity retail products and services;
- (b) create and maintain your account;
- (c) assess your application to purchase electricity from us;
- (d) verify your identity;
- (e) comply with our legal and contractual obligations;
- (f) send you information and notify you of changes that may affect you;
- (g) obtain goods and services;
- (h) perform research and statistical analysis;
- (i) recover debts from you;
- (j) answer queries and resolve complaints; and
- (k) recruit staff and contractors.

6.2 We may record your telephone calls with us for training, quality, verification and compliance



purposes.

- 6.3 We may also collect, hold, use and disclose personal information for other purposes where you have consented or where we are required or permitted by law.
- 6.4 We only collect, hold, use and disclose sensitive information as permitted by law and where necessary for purposes directly related to our provision of services, or to comply with legal obligations to which the sensitive information relates, for example, working with network operators to ensure the electricity supply to homes of people on life support is maintained.
- 6.5 If you do not provide us with complete and accurate information, we may not be able to provide you with electricity retail products and services or respond to your enquiry.

7. When will we disclose personal information?

7.1 We may disclose your personal information to third parties:

- (a) if you agree to the disclosure;
- (b) when we do so for a purpose for which it was collected;
- (c) where you would reasonably expect that we would do so; or
- (d) otherwise as required or permitted by law.

Those third parties may include:

- (a) our agents and contractors;
- (b) government departments, law enforcement agencies and regulatory authorities where required by law;
- (c) network service providers and electricity market operators so that we can supply electricity to you;
- (d) service providers (if any) that help us with billing, meter reads, banking, insurance, credit checking, marketing and debt collection;
- (e) your authorised contact person;
- (f) companies and people related to us, including our lawyers, advisers and auditors.

7.2 We will not sell your personal information or sensitive information to other parties.

7.3 We are not likely to disclose personal information to an overseas recipient.

8. Direct marketing

8.1 If permitted by law, we may use your personal information to send you information about offers and promotions about our products and services. Where you have consented to receiving these communications, that consent will remain current until you advise us otherwise.

8.2 You can opt out at any time by contacting us by email at enquiries@rimfireenergy.com.au, by telephone on (08) 8943-0650, or by post at Privacy Officer, GPO Box 2136, Darwin, NT, 0801..

8.3 We will also comply with all other applicable laws in conducting any marketing activities, including the *Spam Act 2003* (Cth) and the *Do Not Call Register Act 2006* (Cth).

9. Other websites

9.1 We take all reasonable care to make our website a secure environment. We cannot, however, control third party websites. For this reason, this privacy policy does not cover third parties or their websites. Where our website contains links to third party websites, we cannot make guarantees regarding the privacy practices of these third parties.

10. How you can access information

10.1 You may ask to access the information we hold about you and we will respond to that request within a reasonable time and:

- (a) we may provide you with a copy of or other access to the information in the manner you request, unless it is unreasonable, impractical or illegal to do so; or
- (b) if we do not give you access to the information, we will give you a written explanation of



the reasons for this as well as information as to how you can complain about our decision.

- 10.2 You may ask us to amend your personal information if it is not accurate, complete or up to date and we will respond to that request within a reasonable time and:
- (a) we will take all reasonable steps to make the necessary changes; or
 - (b) if we do not make the relevant changes, we will:
 - (1) give you a written explanation of the reasons for this as well as information as to how you can complain about our decision; and
 - (2) if requested by you, take reasonable steps to add a note to the information clearly specifying its flaws.

11. If you have a complaint or query

- 11.1 If you have a complaint about this policy or the way we handle your personal information, you may direct it to our Privacy Officer (see below for details). Our Privacy Officer will investigate any privacy-related complaint seriously and will respond within a reasonable time after the request is made.
- 11.2 If you are not satisfied with the outcome of our investigation, you may make a further complaint to the Office of the Information Commissioner via www.oaic.gov.au.

12. Privacy Officer

If you have a query relating to this policy or wish to make a complaint, please contact our Privacy Officer by email at enquiries@rimfireenergy.com.au, by telephone on (08) 8943-0650, or by post at Privacy Officer, GPO Box 2136, Darwin, NT, 0801.