

Privacy Policy

In this Privacy Policy, 'Pacific Blue Retail', 'us' 'we' or 'our' means Pacific Blue Retail Pty Ltd (ABN 43 155 908 839). We are committed to respecting your privacy. Our Privacy Policy sets out how we collect, use, store and disclose your personal information. We are bound by the Australian Privacy Principles contained in the *Privacy Act 1988 (Cth)* (**Privacy Act**).

Personal information includes information or an opinion about an identified individual or an individual that is reasonably identifiable. For example, this may include your name, age, gender, postcode and contact details. It may also include financial information, including your credit card information or bank details. By providing personal information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that apply between us.

What personal information do we collect?

We may collect the following types of personal information:

- name;
- mailing or street address;
- supply address (if different);
- national metering identifiers and or metering reference numbers;
- email address, telephone number and other contact details;
- age or date of birth;
- Australian Business Number (if applicable);
- credit card information or bank details, where you enter into a direct debit or other payment arrangement with us;
- details of any energy concessions, rebates and or other government-administered programs that you may be entitled to (including any additional information required to verify or confirm your eligibility for such concessions, rebates or programs);
- whether any life support equipment is in use at your supply address;
- details of the energy and other products and services that we have provided to you or that you have enquired about, including any additional information necessary to deliver energy or other products and services and respond to your enquiries;
- information you provide to us through customer surveys;
- your device ID, device type, geo-location information, computer and connection information, statistics on page views, traffic to and from the sites, ad data, IP address and standard web log information;
- any additional information relating to you that you provide to us through our website or when you contact us by telephone; or
- any other personal information that may be required in order to facilitate your dealings with us.

We may collect these types of personal information either directly from you, or from third parties. We may collect this information when you:

- complete an application form on our website;
- contact us by telephone;
- enter into a contract with us for a product or service either directly or through third-party agent;
- are appointed an authorised representative of an energy account with us; or
- interact with our website, social media accounts, content and advertising.

In addition, when you apply for a job or position with us we may collect certain information from you (including your name, contact details, working history and relevant records checks) from any recruitment consultant, your previous employers and others who may be able to provide information to us to assist in our decision on whether or not to make you an offer of employment or engage you under a contract.

The Privacy Act contains certain exemptions in relation to certain acts undertaken in relation to employee records and related bodies corporate. Where appropriate we make use of relevant exemptions in the Act.

We endeavour to collect your information directly from you. However, in some circumstances we may collect your information from third parties, such as your employer or contracting organisations, a service provider or from a publicly available record.

Why do we collect, use and disclose personal information?

We may collect, hold, use and disclose your personal information for the following purposes:

- to provide energy and other products and services to you;
- to operate, protect, improve and optimise our website, our business and our users' experience, such as to perform analytics, conduct research and for advertising and marketing;
- to send you service, support and administrative messages, reminders, technical notices, updates, security alerts, and information requested by you;
- to send you marketing and promotional messages and other information that may be of interest to you, including information sent by, or on behalf of, our business partners that we think you may find interesting;
- to administer rewards, surveys, contests, or other promotional activities or events sponsored or managed by us or our business partners;
- as part of a sale or transfer of assets or other corporate transaction;
- to comply with our legal obligations, resolve any disputes that we may have with any of our users, and enforce our agreements with third parties; and
- if relevant to consider your application for employment or a position with us.

We may also disclose your personal information to a trusted third party who also holds other information about you. This third party may combine that information in order to enable it and us to develop anonymised consumer insights so that we can better understand your preferences and interests, personalise your experience and enhance the products and services that you receive.

Do we use your personal information for direct marketing?

We and/or our carefully selected third parties may send you direct marketing communications and information about the energy and other products and services that we or they provide. This may take the form of emails, SMS, mail or other forms of communication, in accordance with the Spam Act and the Privacy Act. You may opt-out of receiving marketing materials from us by contacting us using the details set out below or by using the opt-out facilities provided in the marketing communication (such as an unsubscribe link).

To whom do we disclose your personal information?

We may disclose personal information for the purposes described in this privacy policy to:

- our employees, contractors and related bodies corporate;
- third party suppliers and service providers (including providers for the operation of our websites and/or our business or in connection with providing energy and other products and services to you) and our information technology suppliers and communication suppliers;
- obtain payment from you for the energy and other products and services that we provide to you;
- our professional advisers, dealers and agents;
- payment systems operators (such as for processing credit card payments);
- our existing or potential agents, business partners or partners;
- the sponsors or promoters of any competition that we conduct or undertake;
- anyone to whom our assets or businesses (or any part of them) are transferred;
- specific third parties authorised by you to receive information held by us; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

Disclosure of personal information outside Australia

We may disclose personal information outside of Australia to our carefully selected third party sales and operational support service providers located in Fiji, India, New Zealand, the European Union, the Philippines and South Africa.

When you provide your personal information to us, you consent to the disclosure of your information outside of Australia and acknowledge that we are not required to ensure that overseas recipients handle that personal information in compliance with Australian Privacy Law. We will, however, take reasonable steps to ensure that any overseas recipient will deal with such personal information in a way that is consistent with the Australian Privacy Principles.

Using our website and cookies

We may collect personal information about you when you use and access our website.

While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser, but our websites may not work as intended for you if you do so.

We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal information under the Privacy Act. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

Security

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure and we use a number of physical, administrative, personnel and technical measures to protect your personal information. For example, we train our staff how to keep your information safe and secure. We use secure systems and operating environments to hold your information. However, we cannot guarantee the security of your personal information.

Links

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from our Privacy Policy, so we encourage individuals to read them before using those websites.

Accessing or correcting your personal information

You can request access to the personal information that we hold about you by contacting us using the contact details below. We will respond to your request within a reasonable time (typically within 30 days). Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request access to your personal information.

If you think that any personal information that we hold about you is inaccurate, please contact us. If we agree to your correction request, we will promptly correct any personal information that we hold about you that we are satisfied is inaccurate, out-of-date, incomplete, irrelevant or misleading.

You will not be charged for requesting access to, or for the correction of, your information. However, we might have to charge a reasonable administrative fee to cover our costs of providing access to you.

Making a complaint

If you think we have breached the Privacy Act, or if you wish to make a complaint about the way we have handled your personal information, you can contact us using the details set out below. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps that you can take.

Contact Us

Our contact details are available on our website at www.pacificblue.com.au/contact-us. For further information about our Privacy Policy or practices, to access or correct your personal information or to make a complaint, please contact our Privacy Officer using the details set out below:

Email address: privacyofficer@pacificblue.com.au

Mail address: Privacy Officer
PO Box 320
North Geelong VIC 3125
Australia

Changes to our Privacy Policy

We may change this Privacy Policy from time to time, including in order to comply with any future amendments to the Privacy Act or related laws or regulations. Any updated versions of this Privacy Policy will be effective from the date of posting on our website.

This Privacy Policy was last updated in April 2023.