

APPENDIX P TO APPLICATION FOR RETAILER AUTHORISATION

3P ENERGY PTY LTD

PRIVACY POLICY

The Privacy Laws

Most Australian organisations are subject to the Australian Privacy Act and the Australian Privacy Principles. We call these the Privacy Laws. Organisations that are covered by the Privacy Laws have a legal obligation to have a Privacy Policy in place, dealing with the management of personal information and how the organisation complies with its obligations under the Privacy Laws.

3P Energy is not covered by the Privacy Laws and is not legally required to have a Privacy Policy. However, we have decided to have a Privacy Policy in place anyway, to demonstrate our commitment to protecting the privacy of our customers and how seriously we take that commitment.

Our Privacy Policy

Our Privacy Policy is all about personal information and the things we know about you. Because your information is important to you and to us, we will always be honest and transparent about how we handle it.

This Privacy Policy explains how we collect your personal information, what we do with it, and, most importantly, how it is protected.

Our management of personal information

We at 3P Energy recognise and understand the importance you place on your personal information. That is why we are very serious about complying with the Privacy Laws.

We have taken steps to implement practices, procedures and systems relating to our business that will ensure that we comply with the Privacy Laws and will enable us to deal with inquiries or complaints from customers about our compliance with those laws.

What sort of personal information do we need?

We will only collect personal information about you when it is necessary for the purpose of supplying you with the services and products that you have agreed to purchase from

us and to enable us provide you with the best possible level of customer service. In other words, we only need to know what is necessary for us to know in order to supply you with what you have agreed to purchase from us.

We may collect information about a customer's name, type of business, date of birth, driver's licence number, occupation, electricity consumption, payment details and other relevant details.

We do not need sensitive information about you and we do not collect it.

We will collect personal information only by lawful and fair means. We will collect information about a person only from that person, unless he or she consents to the collection of the information from someone other than that person, or unless it is reasonable and safe to do so.

The collection of personal information

As a general rule, when we collect personal information about you, we must notify you that we have collected the information and the purpose for which we have collected the information.

Where we collect personal information about you from someone other than yourself, we must inform you that we have collected the information and the circumstances of that collection, and the purposes for which we have collected the information. We must also advise you that our Privacy Policy contains information about how you may access the personal information and seek the correction of the information.

We will also inform you that our complaint and dispute resolution procedures contain details of how a complaint can be about a breach of the Privacy Laws and how we will deal with such a complaint

Use or disclosure of personal information

If we collect personal information about you and this was collected for a particular purpose, we must not use or disclose the information for any other purpose, unless you consent to the use or disclosure of the information or unless the use or disclosure is for a purpose related to the particular purpose and is within your reasonable expectations.

We may collect personal information from related companies in the 3P Energy or provide it to such related companies. In these cases, we will ensure that any such related companies comply with the Privacy Laws as we do.

This does not apply to the use or disclosure of personal information for the purpose of direct marketing to you.

Direct marketing

If we hold personal information about you, we can only use or disclose the information for the purpose of direct marketing if we have collected the information from you and you would expect us to use or disclose the information for that purpose and we have provided you with a simple means to opt out of receiving marketing communications from us.

We may use or disclose sensitive information about you for the purpose of marketing if you have consented to the use or disclosure of the information for that purpose.

Disclosure of personal information overseas

We may give personal information to overseas companies that provide data storage or other customer-related services. However, we always maintain control of the personal information.

Before we disclose personal information to an overseas company, we will ensure that the overseas company complies with the Privacy Laws in relation to the information, or alternatively, is subject to a law that protects the information in a way that is similar to the way in which the Privacy Laws protect the information.

Use of government related identifiers

We cannot adopt a government related identifier of a person as our own identifier of the person. For example, we can use a driver's licence number to identify a caller, but we cannot use the driver's licence number as a customer identity number.

Quality of personal information

We will take reasonable steps to ensure that the personal information that we collect about you is accurate, up-to-date and complete. If we use or disclose personal information we must take reasonable steps to ensure that the personal information that we use or disclose is accurate, up-to-date, complete and relevant.

Security of personal information

We will take reasonable steps to ensure that personal information about you is protected from misuse, interference and loss as well as from unauthorised access, hacking, modification or disclosure. We will also take reasonable steps to destroy or permanently de-identify information that is no longer needed.

Access to personal information

If we hold personal information about you, we must in normal circumstances give you access to the information when requested. We must respond to your request for access to the personal information within a reasonable period after the request is made and we must give you access to the information in the manner requested, if it is reasonable and practicable to do so. Normally, we will provide you with a print-out of the relevant personal information from our database or photocopies of paper files.

Correction of personal information

If we hold personal information about you, and we are satisfied that the information is inaccurate, out of date, incomplete, irrelevant or misleading or if you request us to correct the information, we will take reasonable steps to correct that information to ensure that the information is accurate, up to date, complete, relevant and not misleading.