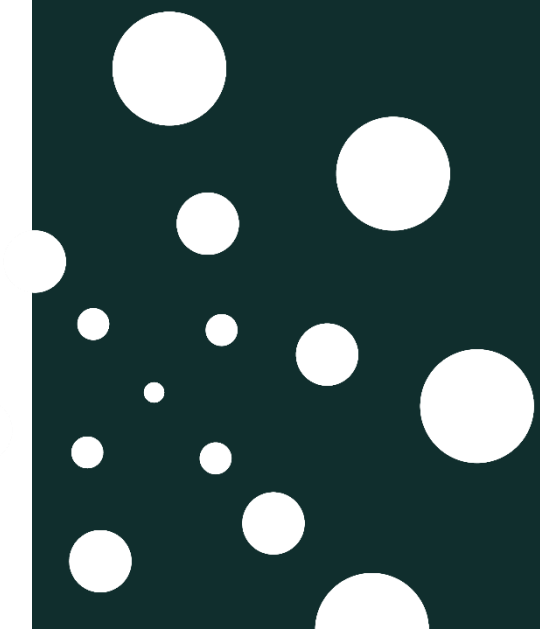


PRIVACY POLICY

Energy Global Company

Version 1.0 – Feb 2024



About Us

This policy describes how Energy Global Company Pty Ltd (16 617 367 290) ('EGC') handle your personal information. EGC specialises in risk and compliance, technology transformation, back-office support and revenue assurance services. We collaborate with market leading energy retailers leveraging our software, expertise and comprehensive range of services to deliver our promise of cost reduction, compliance, and efficiency through automation.

General

EGC respects the personal information of our customers and employees and recognises the importance of protecting it.

We respect your rights to privacy under the Privacy Act 1988 (Cth) (Privacy Act) and we are committed to complying with the Privacy Act's requirements for collecting and managing your personal information.

If you would like us to post you a copy of our privacy policy, or have any questions about it or its contents, please email us at compliance@energyglobalco.com.

Our practices and internal policies are consistent with this privacy policy, and our staff are required to ensure compliance as a condition of their employment. In any third-party contracts we enter there is a duty to maintain personal information following this privacy policy and in a manner consistent with the Privacy Act.

From time to time, we will update this privacy policy. If we do so, we will update the version number. Any changes to this privacy policy will be consistent with our legal obligations.

How And Why We Collect Personal Information

We may collect your personal information in a number of ways, including:

- Directly from yourself through telephone, email, written and in-person enquires: to allow us to respond to enquires.
- From telephone, email, written and in-person enquires: to respond to enquiries.
- Any messages or comments submitted to us via the Site: which may include personal information such as your name, email address and telephone number.
- From public registers including social networks such as LinkedIn: if you have made this information available, for the purpose of obtaining your contact details.
- Through automatic processes such as cookies: We may collect information about how you use our websites. This information is used to enhance the content and services offered on our websites. The information we capture is information derived from cookies, for example the time of visit, pages visited and statistics about how a page is accessed. Cookies are small text files that are transferred to a user's device by a website for the purpose of tracking and storing this type of information. Customers accessing our website directly or indirectly via links sent to their devices or through advertisements on other websites, may download cookies as part of these processes. Cookies may also be used for other purposes on our website, including to maintain the continuity of a user's browsing session and remember the user's details and preferences when they return. You can use your browser settings to manage cookies.

We generally collect personal information to provide you with any goods or services that you request, to update our Site, to improve the services or products that we offer and to develop our business.

What Personal Information Do We Collect?

We aim only to collect personal information that is necessary to fulfil the purpose for which you have disclosed it, or as required by law.

You will typically be asked to provide contact information (such as your name, telephone number, postal address and email address).

In some instances, we may need to ask you for additional information necessary to help us in responding to your inquiry.

We do not collect sensitive personal information.

How Do We Store Personal Information?

EGC has processes and procedures with the goal of ensuring that any information we hold is secure and includes measures to ensure the security of the data we keep and to prevent unauthorised access, destruction, use, modification or disclosure as well as restrictions around staff access to personal information and ensure that only those staff who need to know have access to your information.

EGC will only store personal information for so long as it is required either to fulfil the purpose for which it was collected or to fulfil our obligations at law.

Disclosure Of Personal Information

Generally, personal information will not be disclosed to individuals or organisations outside of the Company without your prior consent however in some instances we may disclose your personal information to third parties in the conduct of our business and for the purpose of their work including essential service providers, law enforcement or government bodies or companies related to us or who take control of part or all our business.

If we disclose personal information to a third party under outsourcing or contracting arrangements (a service provider), we will take steps to ensure that they have:

- Signed a binding agreement;
- Handle the personal information in a manner consistent with the Privacy Act;
- Only use the personal information to provide specific services or to perform the functions required; and
- Store the personal information securely, and only for as long as is necessary to provide the required services to complete the required functions.

Access To Personal Information

Under the Privacy Act, you have the right to request access to personal information we hold about you. You can do so by contacting EGC using the contact details provided above. We may deny access to some or all of your personal information in specified circumstances. If we deny access, we will provide our reasons to you in writing.

You can ask us to correct or update any of your personal information that we have. If we've given the information to another party, you can ask us to let them know it's incorrect.

If we don't think the information needs to be corrected, we'll let you know why. You can ask us to include a statement that says you believe our record about you is inaccurate, incomplete, misleading or out of date.

Complaints

You have a right to complain to us if you are concerned about your privacy, how we have dealt with your personal information or in relation to the Privacy Act.

If you are concerned about how we have dealt with your personal information you should first contact us (using the details set out below), we will endeavour to send you a written response within ten business days.

If you are not satisfied with the way we have managed or attempted to resolve your complaint you may complain to the Office of the Australian Information Commissioner by calling them on 1300 363 992, via their website at www.oaic.gov.au or by mail to the Office of the Australian Information Commissioner, GPO Box 5218 Sydney NSW 2001.

Links to Third-Party Websites

Our Site may include links to other websites for your convenience and information. Please note that we are not responsible for the privacy practices or content of these external sites. When you visit these websites, their own privacy policies will apply, and we encourage you to review them to understand how your personal information may be handled.

Acceptance of Terms

By using our Site, you agree to the terms outlined in this privacy policy. If you do not accept these terms, please refrain from using our Site or providing us with your personal information. We reserve the right to modify or update this policy at any time, and any changes will be clearly communicated on our Site.

Privacy Policy

Registered Office

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