

## ERC PRIVACY POLICY

### Our commitment to your privacy

Energy Resources Corporation Pty Ltd (ERC) is committed to ensuring that you are comfortable in supplying us with your personal information. As of 21 December 2001, ERC is required by the Privacy Act to comply with the National Privacy Principles. If you want to know more about these principles, a copy can be found at [www.privacy.gov.au](http://www.privacy.gov.au)

ERC's ability to responsibly manage your personal information is best demonstrated by its use of customer information over several years. This ERC Privacy Policy sets out how ERC manages personal information to comply with the provisions of the Privacy Act.

### Collection and Storage

In order for ERC to provide high quality goods and services, it currently collects and stores information provided by the customers. This information could relate to the supply of energy and energy related products and services such as electricity and other services. To provide these services ERC may ask you to submit personal information, which for example, may include your name, address, telephone number or e-mail address. While there may be no obligation to provide ERC with such personal information, if you choose to withhold that information ERC may not be able to provide you with the goods and services that you require.

From time to time ERC may collect information from publicly available sources. ERC may also undertake customer surveys to determine your satisfaction with our service and to improve our product offerings to better suit changing needs.

ERC takes measures to protect the personal information it collects to avoid unauthorised access, loss, misuse, disclosure or alteration. ERC also takes measures to destroy or permanently de-identify personal information.

### Use of Personal Information

Personal information sought by ERC is usually used to carry out the requested services. For example, a direct debit for the payment of energy purchased from ERC will require you to provide your account details.

With your consent, ERC may also use your personal information in other ways to provide you with energy efficiency and money saving tips, advise you of new and existing products, services and payment options, community service information and special offers.

Occasionally ERC may conduct customer research which involves contacting customers such as yourself, in an effort to ascertain ways of better providing products and services that meet your needs. In the process of doing this, ERC may share information with statisticians, market research organisations or other organisations. Wherever possible, ERC will limit personal information supplied to organisations outside of ERC to information that does not identify you personally access to your Personal Information.

You are entitled to access any personal information that ERC holds about you, except in certain circumstances set out in the National Privacy principles.

### Enquiries

Should you have any enquiries regarding your personal information, please telephone our Customer Service Centre on 5437 8188. For most requests your information will be provided free of charge, but we may charge a reasonable fee if your request is such that requires a substantial effort on our part.

Alternatively, you can either write to the General Manager PO Box 125 CALOUNDRA QLD 4551 or email request to [cs4@energyresources.com.au](mailto:cs4@energyresources.com.au)

PO BOX 125 CALOUNDRA QLD 4551

TELEPHONE: 54378188

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