

The logo for Intellihub, featuring the word "intellihub" in a white, lowercase, sans-serif font. A small, light blue starburst graphic is positioned above the letter "i".

intellihub

# Privacy Policy

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ACN 626 079 614


# This privacy policy applies to:

**Intellihub Australia Pty Ltd (ACN 626 079 614);**

**Intellihub Limited (NZCN 7182516);**

each of their subsidiaries and other related body corporates, including Intellihub Pty Ltd (ACN 601 509 693) and Intellihub Metering Pty Ltd (ACN 105 423 541) but excluding Pooled Pty Ltd (ABN 45 664 002 706) which is covered by the Pooled privacy policy [here](#) (referred to in this policy as **Intellihub, we or us**).

This policy is to inform you of:

- ◆ the kinds of personal information that we collect and hold;
  - ◆ how we collect and hold personal information, including indirectly;
  - ◆ the purposes for which we collect, hold, use and disclose personal information;
  - ◆ how we maintain the quality and security of your personal information;
  - ◆ how you may access your personal information and seek the correction of that information;
  - ◆ how you may complain about our practices with respect to your personal information and how we will deal with such a complaint;
  - ◆ whether we are likely to disclose your personal information to overseas recipients;
  - ◆ if we are likely to disclose personal information to overseas recipients – the countries in which such recipients are likely to be located.
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# Collection, disclosure, security and access to personal information

## Collection

Personal information about you may be collected by us when you provide your personal information to us, during your use of our websites, products and services or indirectly collected from our third-party partners or suppliers. Personal information we collect may include your name, contact details, information about how you use our products and services, information you provide to us through web forms, discussions with our personnel whether in person, through telephone or other modes of communication, customer surveys, or similar from time to time and information required to satisfy our obligations under relevant legislation or which is otherwise reasonably necessary for the purpose of supplying you with our products and services.

Intellihub also automatically gathers generic website visitor information about you to determine the usefulness of Intellihub's website, and to plan future service requirements. This generic information includes the pages that have been visited, how much time is spent on various pages, the visitor's domain name, IP address, geolocation, and the originating web page of the visitor. See also the section below titled **Use of Cookies**.

## Purpose of collection

Intellihub may directly or indirectly collect, hold, use and disclose your personal information for the following purposes:

- ◆ responding to your requests for information;
- ◆ for identification purposes;
- ◆ to communicate with you, including to respond to your enquiries and complaints, or to provide products and services;
- ◆ to communicate with your energy retailer or network company in connection with their provision of products and services to you and which relate to the provision of products and services by us to the energy retailer or network company;
- ◆ to provide, and assess and improve the performance of the website and products and services that we provide, including in relation to data analysis, developing new products and services, managing the provision of our customer service, and analysing our customer base;
- ◆ to manage our business operations, for example for general administrative purposes;

- ◆ to contact you in relation to our products and services, particularly if we believe there are any products or services, or any information we believe you might be interested in, as permitted by law;
- ◆ complying with our legal, governmental or regulatory requirements, or in connection with legal proceedings, crime or fraud prevention, detection or prosecution;
- ◆ monitoring the safety and security of our staff and our sites, and completing incident investigations;
- ◆ supplying you with products and services; and
- ◆ any other uses identified at the time of collecting your personal information.

If you do not provide us with all the personal information we request, we may not be able to provide some or all of our products and services to you.

## Overseas disclosure

Sometimes, we may send your personal information overseas, including to:

- ◆ Intellihub group company members that are located in New Zealand or Australia;
- ◆ service providers or third parties who we may contract with to provide products and services and who may operate outside Australia or New Zealand, including Singapore, United States of America, Philippines and India; and
- ◆ comply with laws or help government or law enforcement agencies.

We will only do this in accordance with applicable privacy laws or where you have otherwise authorised us to do so.

We will take reasonable steps to ensure that third parties take appropriate measures to protect your information.

## Access to and correction of personal information

You may at any time request access to, or (if necessary) correction of, any personal information about you held by us by sending an email to [privacy@intellihub.com.au](mailto:privacy@intellihub.com.au). Your rights to access and request correction apply equally to personal information that we collect indirectly from third party sources. To request access to, or (if necessary) correction of, any personal information about you held by a third party, please contact that party to access and/or correct that personal information. Depending on your request and to the extent permitted by law, we may charge a small fee for providing access to your personal information. If you become aware that the personal information

we hold about you is inaccurate, incomplete, out of date, irrelevant or misleading, then you should contact us.

We will not be able to disclose information to you:

- ◆ without having reasonable grounds to believe that you are (or are authorised by) the person about whom information sought; or
- ◆ if disclosing that information would lead to unwarranted disclosure of the personal information of another individual.

## Use of cookies

Intellihub's website may use cookies to gather statistics about a user's visits to its websites. Cookies are small blocks of text that may be stored on your device and accessed on subsequent visits to Intellihub's website. Information that may be collected from a cookie includes IP address, browser, computer platform and domain.

You can prevent new cookies from being installed and delete existing cookies through the tools on your internet browser. You may be unable to make full use of the Intellihub website unless you accept cookies.

## Use of data and information collected

We may use personal information where:

- ◆ disclosure is necessary for the purposes set out in this privacy policy;
- ◆ you specifically authorise us to do so; or
- ◆ we are legally required or permitted to do so.

We may disclose your personal information to our suppliers, consultants, partners, service companies and other contractors who:

- ◆ provide us with products and services which support the products and services we provide to you, but only to the extent that such disclosure is required to allow such suppliers, consultants, partners, service companies and other contractors to provide products and services to us or to you; or
- ◆ we collaborate with to research and develop new products.

If our affiliates, partners or customers directly provide you with a product and service, they may have a separate privacy policy. You should refer to that privacy policy for details of how they collect, use, protect and disclose your information.

We may also disclose your personal information as part of a sale or divestment of any of our assets or businesses or where we are permitted to do so under applicable privacy laws.

## Marketing communications

If you consent to receive marketing communications from us or we are permitted to do so by law, we may contact you for marketing purposes. We may do this by contacting you directly through email, SMS and telephone.

You can opt-out of receiving marketing communications at any time using the relevant opt-out facility we provide, which may depend on the type of communication. For example:

- ◆ clicking the 'unsubscribe' button in the communications we send to you; and
- ◆ sending a request to [privacy@intellihub.com.au](mailto:privacy@intellihub.com.au).

## Security of personal information

Intellihub takes reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. These steps include the use of appropriate technical, administrative and physical safeguards, proportionate to the sensitivity of the information and the risks associated with its handling.

Where personal information is no longer required for any lawful purpose, Intellihub takes reasonable steps to destroy or de-identify that information in accordance with applicable laws and record-keeping requirements.

## Privacy related questions and complaints

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles, the New Zealand Information Privacy Principles, or the handling of your personal information by us, you may lodge your complaint in writing to [privacy@intellihub.com.au](mailto:privacy@intellihub.com.au).

We will handle your complaint in accordance with applicable laws.

If you have raised a complaint with us and are not satisfied with our progress of your complaint or our response, you may raise this directly with the Office of the Australian Information Commissioner: <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us/> or the Office of the New Zealand Privacy Commissioner: <https://www.privacy.org.nz/your-rights/making-a-complaint/>.

