

QEnergy Limited

Your Personal Information



QEnergy Limited collects personal information about individuals for a range of purposes necessary for our functions or activities as an electricity retailer. QEnergy's Privacy Policy is available on the internet at www.qenergy.com.au.

Further details about the collection of your personal information are provided below.

Australian Privacy Principle 5 Notice

Who is collecting your personal information?	Your personal information is being collected by QEnergy Limited. Our Privacy Officer handles enquiries and requests relating to the Privacy Act and can be contacted by email on privacy@qenergy.com.au
Collection of your personal information	QEnergy collects personal information in a variety of ways, including face-to-face contact or personal contact with QEnergy by mail, telephone, email or Internet. QEnergy may also use publicly available sources such as telephone listings and private sources such as utility companies and list purchases.
The purpose of collection	QEnergy collects personal information for the primary purpose of providing electricity and other products and services. The personal information we are collecting from you is to verify your eligibility or continuing eligibility for Commonwealth or State Government electricity concessions or rebates on your electricity account.
What would happen if QEnergy did not collect your personal information?	If QEnergy did not collect your personal information to verify your eligibility or continuing eligibility for Commonwealth or State Government electricity concessions or rebates then QEnergy would not be able to provide you/continue to provide you with these concessions or rebates on your electricity account.
Who will QEnergy disclose your personal information to?	QEnergy may disclose your personal information to Commonwealth or State Government Departments to confirm your eligibility or continuing eligibility for concessions or rebates. You have the right to refuse to give consent to the collection and use of this personal information as well as the right to revoke consent to the use of this personal information. If you refuse to consent or revoke consent QEnergy will not be able to provide you with the concession or rebate.

<p>Access to and correction of your personal information</p>	<p>QEnergy's Privacy Policy contains information on how you can access your personal information and seek correction of your personal information.</p>
<p>Privacy Complaints</p>	<p>QEnergy's Privacy Policy contains information on how you may complain about a breach of the Australian Privacy Principles and how QEnergy will deal with complaints.</p>
<p>Overseas disclosure of your personal information</p>	<p>We may disclose your information to service providers in the Philippines performing operational and customer service functions on our behalf. We only disclose your information to these organisations when it is necessary for the services they provide. We ensure your information is treated in accordance with the standards that apply in Australia.</p>