

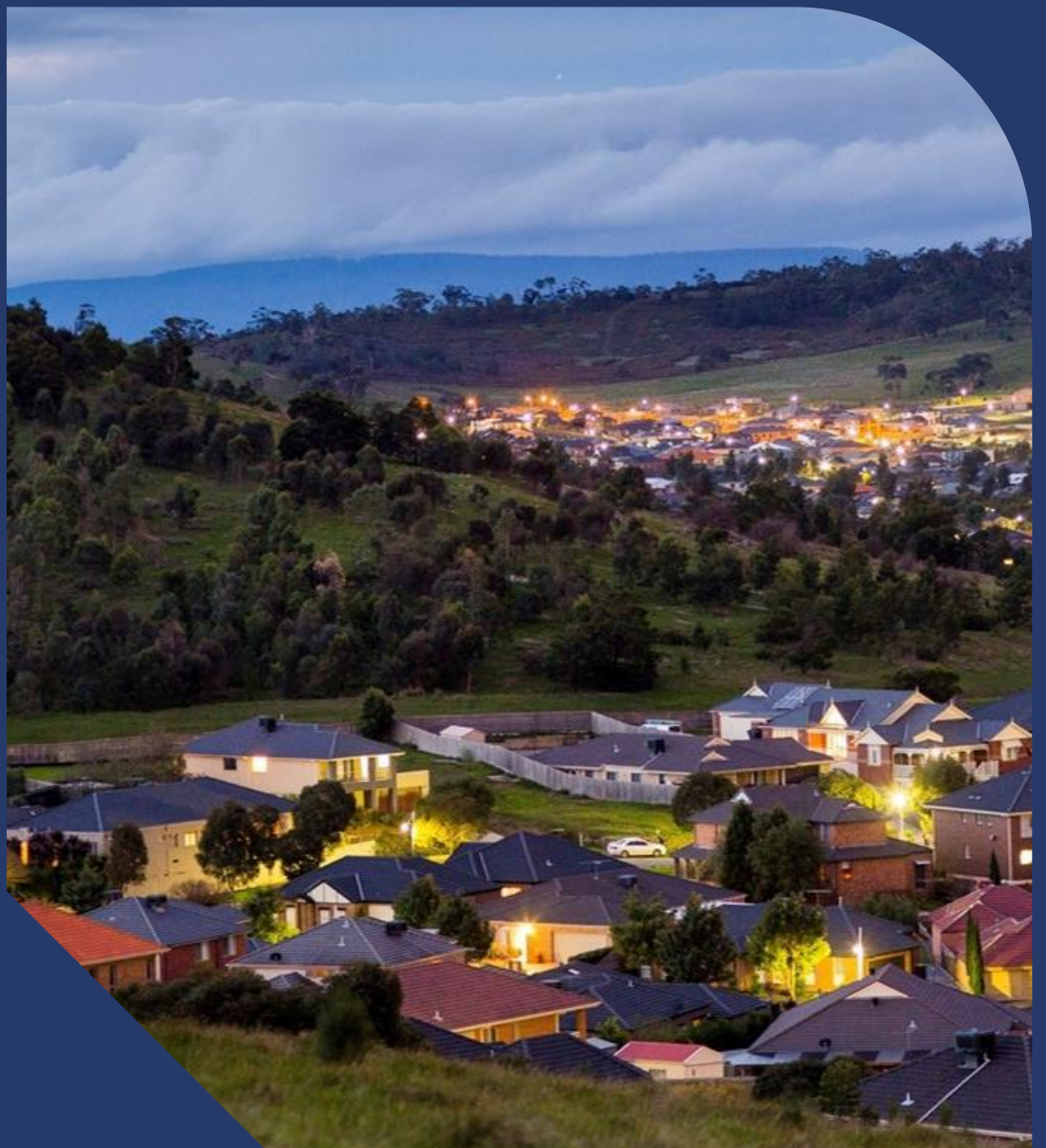
# AusNet

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## AusNet Privacy Policy

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14 February 2024



# 1. Introduction

This AusNet Privacy Policy is a policy of each of the entities listed in the Annexure (“**us**”, “**we**”, “**our**”, or “**AusNet**”), it applies to all people working within those organisations and it:

- (1) explains how we collect, hold, use and disclose personal information and complies with the requirements of the *Privacy Act 1988* (Cth) (**Privacy Act**); and
- (2) applies in respect of all personal information collected by us, including the personal information set out in section 2.

This Privacy Policy does not apply to the personal information of employees or individual contractors (together, “**Personnel**”), which is covered by separate information handling procedures. Personnel should liaise with their HR contact if they have any queries.

AusNet may update this Privacy Policy from time to time. The most current version will be posted on our website (<https://ausnetservices.com.au/en/Misc-Pages/Privacy>) and will be effective from the date of posting.

## 2. PERSONAL INFORMATION WE COLLECT

The nature of the personal information we collect about you will depend on the circumstances for which we require it:

- for our **customers**:
  - as the account holder, your name and contact details (e.g. postal address, telephone number and email address);
  - the site address to which we supply products or services;
  - billing information and, subject to section 5 (Metering Data), your metering data; and
  - other information relevant to the provision of services or solutions by us to you;
- for our **suppliers and service providers**, the names and contact details of service provider representatives we work with;
- for **prospective Personnel** seeking employment or engagement with us, your name and contact information, your curriculum vitae, and other information about your suitability for employment with or engagement by us; and
- for **other individuals**, who may or may not be AusNet customers:
  - your name and contact telephone number (where you are requesting a service or quote, or reporting a fault, outage or other incident);
  - your address, subject to section 5 (Metering Data), your metering data and billing information (where you are requesting a service or quote, or where this information is necessary to enable us to meet our contractual obligations to a third party); or
  - you own or occupy, or have a relevant connection to, land or premises relevant to the assessment, inspection, operation, maintenance, replacement, management, support, planning, development, expansion, modification, or improvement of our energy networks or other infrastructure.

Sometimes, we may need to collect personal information about individuals in addition to the listed stakeholders above, for example, in the limited circumstances where we take or obtain closed circuit television footage for the purpose of detecting and determining criminal behaviour in or around our sites, when we are conducting incident investigations, and for the purposes of monitoring the safety and security of the people we work with and our sites (including through the use of body or dash mounted cameras).

### Cookies

AusNet websites and applications use CookieConsentPolicy, ai\_session, Sitecore analytics, ASP.Net Session and Google Analytics default cookies to help improve the efficiency and usability of our websites. The information generated by these cookies (including IP addresses) will be transmitted to and stored by the entities that operate the default cookies on servers around the world. The above listed cookies will not associate user IP addresses with any other data that they hold.

If you do not wish to use cookies, please set your browser preferences to reject all cookies before accessing any AusNet websites.

## 3. HOW WE COLLECT PERSONAL INFORMATION

### 3.1. Personal information generally

We collect personal information about you where it is reasonably necessary for us to perform one or more of our functions or activities as a diversified energy business.

We endeavour to collect your personal information directly from you. However, there are circumstances where we collect personal information from a third party, such as an energy retailer. Where we collect personal information from a third party, we will handle that information in accordance with this Privacy Policy.

We may also incidentally collect personal information in images, video footage and recordings, including through body or dash mounted cameras, taken in the course of site visits for environment, planning or project investigation and development purposes, when surveying assets and geographical areas (for example, if you happen to be present when we photograph a site), or in the course of undertaking aerial photography of network assets. Personal information we capture in this manner may be incidentally processed, used, or disclosed in order for us to process and use the relevant image or recording for our business functions or activities.

### 3.2. Sensitive information

We will only collect sensitive information:

- where we have obtained consent to do so, for example, when we collect biometric information for the purpose of obtaining access to our strategic and critical infrastructure; or
- when we are required or authorised by law to do so, for example, when we are required to record that someone at your address requires equipment for life support.

In providing consent to the collection or handling of personal information (including sensitive information), you consent to us collecting, holding, using, or disclosing the information you provide in accordance with the terms of those consents and this Privacy Policy.

### 3.3. If personal information is not provided

If you do not provide us with your personal information when requested, this may limit the assistance we are able to provide to you. For example, we may not be able to provide the product or service you may have requested, we may not be able to handle enquiries or claims in connection with those products or services, or process your job application (as applicable). For energy customers, this may also mean your retailer cannot supply you with electricity or gas.

# 4. HOW WE USE AND DISCLOSE PERSONAL INFORMATION

## 4.1. Purposes of collection, holding, use and disclosure of personal information generally

Personal information we collect may be held, used, or disclosed for the following purposes:

- for the purposes of:
  - assessing, inspecting, operating, maintaining, replacing, managing, supporting, planning, developing, expanding, modifying, or improving our energy networks and other infrastructure;
  - business planning, product development, or providing quotes to supply products or services;
  - performing mapping, statistical and other analysis of usage of our energy networks, other infrastructure, or relevant geographical areas;
  - protecting our legal rights, investigating suspected misconduct or assisting law enforcement agencies; or
  - enabling us to comply with our legal and regulatory obligations. For example, sometimes, we may be required to collect, use or disclose personal information by national or Victorian laws and regulations, including the *Electricity Industry Act 2000* (Vic), the *National Gas (Victoria) Act 2008* (Vic), or the rules, regulations and codes of practice made under those laws;
- if you are our **customer**, for the purposes of:
  - connecting or maintaining your supply of electricity or gas, including notifying you about interruptions, faults, outages, emergencies, or other matters relevant to your supply;
  - validating your request for access to *myHomeEnergy* portal;
  - notifying you of outages;
  - verifying your identity and validating your request for access to your metering data (or a request to authorise a third party to access your metering data);
  - participating in initiatives or trials, such as GoodGrid or flexible solar exports;
  - installing, supplying, connecting and maintaining equipment and appliances, including meters or UBI devices, and providing meter reading, sub-metering, monitoring and testing services in relation to meters or UBI devices;
  - identifying possible technical problems and efficiency issues, and informing you of these matters and potential solutions;
  - providing such other products or services that we may offer from time to time and providing information about their availability, features and benefits, including products or services which we offer to you in response to a government policy or regulatory initiative;

- providing billing and account management services associated with the products or services we provide, and assisting energy retailers to bill you; or
- responding to your enquiries, or investigating or resolving a complaint you make;
- if you are, or you work for, a **supplier or service provider**, for the purposes of acquiring goods or services from such suppliers or service providers;
- if you are **prospective Personnel**, for the purposes of recruitment and selection;
- if you are an **individual** who may or may not be our customer, for the purposes of:
  - maintaining a supply of electricity or gas;
  - providing a quote to provide products or services; or
  - fulfilling a contractual obligation we owe to a third party.

We may also use and disclose personal information we collect for other purposes that are permitted, required or authorised by applicable law, such as:

- purposes which you would reasonably expect and which are related (and, in the case of sensitive information, directly related) to the primary purpose of collection of personal information;
- governing access to our critical infrastructure;
- detecting and determining criminal behaviour in or around our sites, conducting incident investigations, and for monitoring the safety and security and our sites, or of the people we work with; or
- any other purposes for which you have given consent.

## 4.2. Marketing

We will only use or disclose your personal information for the purposes of direct marketing (e.g. in relation to products, services and benefits we may offer from time to time) where we have your consent or we are otherwise permitted by law to do so.

You are free to opt out from receiving marketing communications from us by:

- following the "opt out" process indicated in a marketing communication you have received; or
- following such other process that is made available for this purpose from time to time.

## 4.3. Third party access to personal information we collect

In order to perform activities in connection with the purposes described in this Privacy Policy, we may make personal information available to other persons or entities, or disclose it to them, including:

- our suppliers and service providers, including those to whom we outsource certain of our functions (e.g. billing, customer communications or customer surveys). We authorise our suppliers and service providers to use or disclose your personal information only as

necessary to provide us with supplies or perform services on our behalf, or to comply with legal requirements. We require suppliers and service providers by contract to safeguard the privacy and security of personal information they hold, use, disclose, or process on our behalf;

- where we act as a service provider or agent for a third party, we may provide that third party with personal information we collected on their behalf;
- any of the entities in the AusNet group, as set out in the Annexure or any other related bodies corporate (as defined in section 50 of the *Corporations Act 2001* (Cth)) of ours from time to time;
- our professional advisors, accountants, insurers, lawyers and auditors;
- government, regulatory, judicial or law enforcement authorities; or
- any other third parties notified to you at or around the time we collect your personal information.

You should be aware that some of the persons or entities to whom we may disclose personal information, or to whom we make personal information available, are located overseas, including organisations located in:

- India;
- Malaysia;
- Singapore;
- Ireland; or
- the United States.

## 5. METERING DATA

Metering data that contains information about an identified individual, or an individual who is reasonably identifiable, is personal information, is subject to this Privacy Policy, and we handle it in accordance with the Privacy Act.

We also use and disclose de-identified or aggregated metering data that does not contain information about an identified individual, or an individual who is reasonably identifiable and such de-identified or aggregated metering data is not subject to this Privacy Policy. De-identified or aggregated metering data is created by removing or obscuring all information from the metering data that links the data to an individual. Please see the Metering Data Usage FAQ on our website at <https://ausnetservices.com.au/en/Misc-Pages/Privacy> for more information.



## 6. HOW WE HOLD AND SECURE PERSONAL INFORMATION

We store personal information both electronically and in paper form.

We take reasonable steps to ensure our IT systems are designed, operated and maintained in accordance with *ISO 27001: Information Security Management* and *ISO 27002 Information Technology: Security Techniques – Code of Practice for information security controls*. These standards represent international best practice for IT security.

We periodically review our information security practices to ascertain how personal information can be protected from misuse and loss, and from unauthorised access, modification and disclosure.

Unless the law requires otherwise, we take reasonable steps to destroy or permanently de-identify personal information if it is no longer required.

## 7. ACCESS AND CORRECTION

You may request access to and correction of personal information that we hold about you. We will consider all requests to access and correct personal information within a reasonable time. Unless there are reasons why we cannot provide you with access to your personal information (e.g. for legal reasons), our file of the personal information we hold about you will be made available to you or corrected within a reasonable time after we receive your request. You may also have additional rights under other applicable laws, which by law cannot be excluded or limited (**Non-excludable Privacy Rights**). Nothing in this Privacy Policy is intended to limit or exclude any of your Non-excludable Privacy Rights.

We take reasonable steps to periodically review our information collection and storage practices to ensure that personal information we hold is accurate, up-to-date, complete and relevant. However, you should ensure that the personal information provided to us is accurate, complete and up-to-date at the time it is provided and you should notify us of any changes to, or errors in, your personal information. To notify us of changes to or errors in personal information that we hold about you, please contact our Customer Support team using the details at the end of this Privacy Policy and we will amend our records as appropriate.

## 8. ENQUIRIES AND COMPLAINTS

Our Customer Support team (see section 9, below) is the first point of contact for enquiries about privacy issues. If you wish to make an enquiry or complaint regarding privacy, you should contact our Customer Support team using the details at the end of this Privacy Policy.

We will endeavour to respond to your enquiry or complaint within 30 days.

If we fail to respond to a complaint within a reasonable time or if you are dissatisfied with our response, you may take your complaint to the Office of the Australian Information Commissioner (**OAIC**). Details of how to contact the OAIC are located at [www.oaic.gov.au](http://www.oaic.gov.au).

## 9. CONTACTING AUSNET ABOUT PRIVACY MATTERS

If you need to contact AusNet in relation to privacy, you may do so at the following:

1. You may contact our Customer Support team

**Phone:** 1300 360 795

**Email:** [customersupport@ausnetservices.com.au](mailto:customersupport@ausnetservices.com.au).

2. Alternatively, you may write to the Privacy Officer at:

The Privacy Officer

AusNet Locked Bag 14051

Melbourne City Mail Centre 8001

**Email:** [privacy@ausnetservices.com.au](mailto:privacy@ausnetservices.com.au)

Last updated: 14 February 2024.

# Annexure




This AusNet Privacy Policy is a policy of Australian Energy Holdings No 1 Pty Ltd and each of its related bodies corporates (as defined in section 50 of the *Corporations Act 2001* (Cth)), which, at the date of this policy comprise:

- Australian Energy Holdings No. 1 Pty Ltd;
- Australian Energy Holdings No. 2 Pty Ltd;
- Australian Energy Holdings No. 3 Pty Ltd;
- Australian Energy Holdings No. 4 Pty Ltd;
- AusNet Pty Ltd;
- AusNet Services (Distribution) Pty Ltd;
- AusNet Services Holdings Pty Ltd;
- AusNet Services (RE) Pty Ltd;
- AusNet Services Finance Trust;
- AusNet Electricity Services Pty Ltd;
- AusNet Gas Services Pty Ltd;
- AusNet Asset Services Pty Ltd;
- Mondo Power Pty Ltd;
- AusNet Services (Transmission) Pty Ltd;
- AusNet Transmission Group Pty Ltd;
- AusNet Infrastructure Holdings No.1 Pty Ltd;
- AusNet Infrastructure Holdings No.2 Pty Ltd;
- AusNet Infrastructure Holdings No.3 Pty Ltd;
- AusNet Infrastructure Holdings No.4 Pty Ltd;
- AusNet Infrastructure Holdings No.5 Pty Ltd;
- AusNet Infrastructure Holdings Trust;
- AusNet Infrastructure No.1 Pty Ltd; and
- AusNet Infrastructure Trust.

## AusNet

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