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## PRIVACY POLICY

### Table of Contents

|  |   |
|--|---|
| PRIVACY POLICY .....                                       | 1 |
| About us .....   | 2 |
| Privacy Policy .....                                       | 2 |
| Your privacy/personal information is important to us ..... | 2 |
| What information do we collect? .....                      | 2 |
| Information we collect from you .....                      | 3 |
| Information we collect from others.....                    | 3 |
| Sensitive information .....                                | 3 |
| Use of cookies .....                                       | 3 |
| How do we use your information? .....                      | 4 |
| Who do we share your information with? .....               | 4 |
| Personal information sent overseas .....                   | 5 |
| Securing personal information .....                        | 5 |
| Accessing, updating and correction your information .....  | 5 |
| Making a privacy complaint .....                           | 5 |
| Contact us .....   | 6 |

## About us

Your Energy Saving Solutions (YESS) Pty Ltd is an energy efficiency company based in Unley, South Australia, with Warehouses and Offices in Welland SA and Yarraville VIC. YESS specialises in the delivery of environmental services and energy efficiency schemes around Australia.

## Privacy Policy

This document outlines YESS' policy on handling the personal information that we collect about individuals including customers, potential customers, business partners, and stakeholders. This privacy policy explains how your personal information will be treated as you interact with YESS.

This current version of YESS Privacy Policy is up-to-date and available on YESS' website. It replaces any previous published version. YESS may at any time amend the Privacy Policy which will be made available with any changes. This privacy policy explains how YESS generally protects your privacy and confidentiality.

## Your privacy/personal information is important to us

YESS is committed to protecting your personal information and complying with the Australian Privacy Act 1988 (Cth) (APA) and the Australian Privacy Principles (APPs). We believe that our privacy policy is both fair and represents industry best practice. From time to time, you may be able to deal with us anonymously or by pseudonym, but in some instances if you do not provide us with certain information, we may not be able to provide you with the information or services you want.

## What information do we collect?

YESS only collects personal information by fair and lawful means. Only information you provide about yourself to YESS directly will be collected in most circumstances; such as through enquiring about, or using YESS' products and services or YESS' website, making a booking on a YESS website or by phone or otherwise identifying yourself when requesting information to be sent to you. In certain circumstances, we may collect information about you from third parties. We will only do this if it is unreasonable or impracticable to collect the personal information directly from you and we will take reasonable steps to inform you if and when we do.

YESS only collects personal information, which is reasonably necessary for, or directly related to, one or more of its functions or activities. For example, YESS collects personal information from you in order to provide and charge for goods and services you purchase or receive. We may also collect personal information about you to better understand your requirements and preferences, improve our services and to provide offers that may be of interest or benefit to you. For example, when you fill out a contact form, we collect the details you enter to enable us to send information to you. When you answer questions about what you would like to see we keep this information to better serve you. If you do not provide the personal information we request from you for these purposes, we may not be able to carry on our business and provide our services to you.

## Information we collect from you

We may collect the following types of personal information from you:

- Name
- Address
- Telephone number
- Information about the goods or services you have ordered or received
- Information from enquiries you have made
- Communications between us
- Credit card information
- Documentation required by third party or government agencies that require information under legislation. If you do not provide us with the personal information we request, or if that information is incomplete or inaccurate, we may not be able to provide our services to you.

## Information we collect from others

From time to time we may collect or receive personal information from third parties. This information may include:

- Name
- Address
- Telephone number
- Information about the goods or services you have ordered or received
- Information from enquiries you have made
- Communications between you and the third party

## Sensitive information

There may be instances when the personal information that you provide to us or that we collect is considered "sensitive information" for the purposes of the APA. The APA defines "sensitive information" as personal information from which we can determine or infer an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, membership of a professional association or trade union, sexual preferences or practices, criminal record and health, biometric and genetic information. We will only collect and process sensitive information about you in accordance with, and to the extent permitted by the APPs. Any sensitive personal information collected by us will be done with your consent.

## Use of cookies

YESS uses "cookies" to help enhance your experience on our websites. Cookies are pieces of information that a website transfers to your computer's hard disk for record-keeping purposes. Most Web browsers are set to accept cookies as the default. However, if you do not wish to receive any cookies you may set your browser to refuse cookies. If you turn off cookies we cannot, for example, fill out forms automatically with details you have previously given us.

The use of cookies can enhance your experience on YESS' sites, by remembering information that you have previously given to us. They can make it easier for you to fill out forms, make online service requests and can ensure that information provided to you is most relevant to your interests. Cookies can

also provide us with information on how our customers use our websites so that we can continually improve the design of the websites.

Cookies themselves do not contain personal information about you. They simply operate as a unique identifier which helps us to know what our customers find interesting and useful on our websites, almost like a continuing questionnaire. YESS does not store any personal information inside cookies, although the cookie may identify the user's browser.

## How do we use your information?

YESS will only use your information for the purpose which it was collected. This includes:

- The main reason for which you have provided personal information (primary purpose)
- A purpose which is related to the primary purpose and which you would reasonably expect us to use the information for
- A purpose required, authorised or permitted by law
- To provide our products and services to you
- To reply to your queries or requests
- To market our products and services including to communicate special offers or promotions and to provide you with information about us and our products and services
- To compile and use statistical information regarding our customers
- To seek feedback from you and to monitor the quality of our products and services

YESS recognises the trust you place in us when you give us personal information. For example, YESS may ask you questions to get a better understanding of what service offerings would help you with your needs. We will not disclose specific information about you and your business to any other company (except those entities specified below) without your explicit consent.

## Who do we share your information with?

YESS may from time to time outsource the processing of certain functions or information to third parties so that they can provide us with services in connection with the operation of our business. We may also provide your information to our related entities and partners. Any personal information disclosed to our agents, related entities, partners, contractors and third-party service providers is only to the extent necessary for them to perform their agreed tasks and they are contractually obliged to maintain the privacy of your information and keep such information confidential.

We may disclose your personal information to the following third parties:

- Third parties engaged by/or to us to perform functions or provide services
- Our professional advisors, including our accountants, auditors and lawyer
- Third-party auditors, the Essential Services Commission of South Australia, The Essential Services Commission of Victoria (or similar bodies);
- Other bodies or organisations where required or permitted by law; and

We will generally only disclose your personal information for the purpose we collected it and for related purposes you would reasonably expect.

## Personal information sent overseas

Pursuant to the APPs we may transfer personal information we have collected about you to someone other than you in a foreign country. This will only be done in accordance with and to the extent permitted by the APPs and IPPs. This means that your information might end up stored or accessed in overseas countries, including but not limited to the Philippines.

## Securing personal information

YESS will store personal information [electronically and in paper form].

YESS will take reasonable steps to protect your personal information from unauthorised access or use, misuses, loss, modification or authorised disclosure, and to ensure that the personal information we hold about you is accurate, complete and up to date.

These steps include:

- Storing paper records securely
- Only accessing personal information on a need-to-know basis and by authorised personnel
- Monitoring system access which can only be accessed by authenticated credentials
- Ensuring our offices and buildings are secure
- Regularly updating and auditing our storage and data security systems.

YESS also maintain computer and network security, for example we use firewalls and other systems such as user identifiers and passwords to control access to computer systems. In addition, YESS' employees are obliged to respect the confidentiality of any personal information held by YESS. Personal information will be archived in a secure manner or destroyed when no longer required by us. However, to the extent permitted by law, YESS will not be held responsible for events arising from unauthorised access to your personal information.

## Accessing, updating and correction your information

If at any time you want to know exactly what personal information we are holding about you, or update any information at any particular time, please email us at [privacy@yess.net.au](mailto:privacy@yess.net.au) and we will respond to your request within a 30-day period. YESS will provide access unless we consider that there is a sound reason under the APA (or other relevant law) to withhold the information. If we refuse to provide you with access or correct the personal information, we will send you a written notice detailing the reasons for such refusal. In addition, you may request that the personal information YESS holds about you be corrected by emailing us at [privacy@yess.net.au](mailto:privacy@yess.net.au). If you disagree with YESS on whether the information is accurate, complete and up to date, you can make a statement about the requested changes and we will attach this statement to our records.

## Making a privacy complaint

If you have a complaint regarding the way your personal information is being handled by YESS, please contact us in the first instance by emailing us at [privacy@yess.net.au](mailto:privacy@yess.net.au). If you are not satisfied with the response that you receive, you may choose to escalate your concern to the Australian Information Commissioner. If you would like to obtain further information about privacy issues in Australia, please visit the Australian Information Commissioner's website: <http://www.privacy.gov.au/>.

You acknowledge and accept that your use of YESS' websites and services or entering our premises indicates your acceptance of YESS Website Terms and Conditions and this privacy policy.

## Contact us

If you wish to access your personal information, correct your personal information, have a complaint regarding YESS ' handling of your personal information or have a query about this privacy policy, please contact YESS privacy representative via email on [privacy@yess.net.au](mailto:privacy@yess.net.au), or via telephone on 1300 894 745 or via post 3/102 Greenhill Rd, Unley SA 5061.