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PRIVACY POLICY

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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. YESS specialises in the delivery of environmental services and energy efficiency schemes around Australia.

Privacy Policy

This document outlines YESS' policy on managing personal information, including how we collect, store, use, and disclose it. It is guided by the Australian Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and complaint-handling principles in line with AS/NZS 10002:2022.

This policy is reviewed annually and when necessary to reflect legal or operational changes. The most recent version is available on our website.

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)¹ and the Australian Privacy Principles (APPs)². 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.

¹ Privacy Act: <https://www.oaic.gov.au/privacy/the-privacy-act/>

² Australian Privacy Principles Guidelines (APPs): <https://www.oaic.gov.au/privacy/australian-privacy-principles-guidelines/>

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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.

Protections for those affected by family violence

YESS is committed to protecting the privacy and safety of customers affected by family or domestic violence. If you are known to us as someone affected by family or domestic violence, or if you advise us of this, you will be offered the option to use a pseudonym or to not identify yourself.

If you choose to use a pseudonym, only the pseudonym you provide will be recorded and used in our systems. This pseudonym may be shared both internally and externally where required. Your true identity will not be requested, recorded, or disclosed.

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

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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 your 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

YESS do not transfer personal information we have collected about you to any foreign country. Information will not be stored or accessed anywhere other than Australia.

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

You have the right to access the personal information we hold about you and request corrections if you believe it is inaccurate, out-of-date, incomplete, irrelevant or misleading.

Please email privacy@yess.net.au to request access or correction. We will respond to your request within 30 days. If we refuse to provide access or make a correction, we will notify you in writing with reasons and available complaint mechanisms.

Where there is disagreement, you may ask us to associate a statement with your personal information to note your concern.

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 privacy@yess.net.au.

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We will acknowledge your complaint within 5 business days and aim to resolve all complaints within 30 days. If more time is required, we will keep you updated on the progress.

Your complaint will be handled fairly, objectively and free of charge. Our response will include reasons for our decision, and we will provide information about further steps available to you if you are not satisfied.

YESS is committed to continuous improvement and regularly reviews privacy complaints to ensure improvements are made to our practices and systems where required.

If you are not satisfied with our handling of your complaint, you may escalate your concern to the Office of the Australian Information Commissioner via www.oaic.gov.au.

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, or via telephone on 1300 894 745 or via post 3/102 Greenhill Rd, Unley SA 5061.