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## Purpose

The purpose of this policy is to explain how CleanCo may collect and use personal information in connection with the operation of our business.

CleanCo is committed to protecting any personal information that may be collected by us. This includes personal information disclosed to us when individuals browse or use our website.

This Privacy Policy sets out how we comply with our obligations under the *Privacy Act 1988* (Cth) (**Privacy Act**) and under the Australian Privacy Principles (**APPs**).

## What personal information does CleanCo collect?

We only collect personal information that is necessary for one or more of our functions or activities.

We do not generally collect personal identifying information about individuals except when that information is provided voluntarily.

The personal information we collect about you may include (but may not be limited to) your name, email address, location, contact details and information relating to your dealings with CleanCo and our clients. For recruiting purposes, the information collected may include personal information that you include on your resume and information that you submit as part of your application including date and place of birth, occupation and education/work history.

In addition, CleanCo collects certain information that you do not visibly enter, such as your Internet Protocol (**IP**) address, browsing pattern on the CleanCo website, click stream data, HTTP protocol elements, and the status of cookies placed on your computer by CleanCo.

This Privacy Policy only relates to your personal information and does not relate to any aggregated or other information that may be developed or created internally by us, provided this other information does not identify individuals in any way whatsoever and therefore maintains our privacy commitment.

## How we collect personal information

We usually collect personal information directly from an individual unless it is unreasonable or impracticable to do so. For example, we may collect information directly from an individual when they complete a form, use our website or contact us (including in writing, electronically or via telephone).

## Recording telephone conversations

When applicable, telephone conversations with CleanCo's trading and financial risk and settlements teams may be recorded to evidence transactions with energy counterparties. Our energy counterparties have consented to the recording of telephone conversations in our ISDA Master Agreements with them. We confirm that we will only use the information recorded in these telephone conversations for the purposes of evidentiary transactions with energy counterparties and will not disclose the information in the telephone recordings to anyone else, except where authorised by law or where consent has been obtained from the counterparty.

## Cookies

Cookies are small packets of information that are stored by your web browser. They are put on your web browser by the websites that you visit. These packets of information do not contain personal information but they do allow us to know if you visit the same website twice or if you visit related websites.

We do the following:

- We only use cookies where they are necessary for our services or where you have provided your express or implied consent.
- We respect your wishes, and you can inspect, delete, or block any cookies used by us by selecting the appropriate control in your web browser.
- We support technologies that have been developed and are being developed for your web browser that allows you to be more selective about the cookies that your web browser will accept.

## If we are unable to collect your personal information

Generally, you have no obligation to provide any information requested by us. If you choose to withhold the requested information, we may not be able to provide you with the services that depend on the collection of that information. If you are seeking employment with CleanCo, we may not be able to process your application.

## How we use and disclose personal information

If you provide personal information to us, we will only use it for the purpose for which it was collected, or for related purposes which you would reasonably expect, unless you have consented to the use or disclosure or the use or disclosure is authorised by law.

It is our goal to only use the information provided to us in a manner that better provides our services to you. We will not sell, rent or trade your personal information.

The purposes for which we may collect, use or disclose your personal information include to:

- effectively conduct our business and perform our internal operations;
- maintain our relationship with you, including providing information and services;
- maintain our records and internal reports, including the fulfilment of any legal requirements;
- assess an applicant's suitability for employment with us;
- ensure safety and compliance with CleanCo's reporting systems, including complying with all legislative and regulatory requirements;
- analyse CleanCo's services and business needs with a view to developing new or improved services and business practices;
- respond to an enquiry or request for information; and
- resolve a complaint.

We will not disclose personal information except where:

- you have consented to the use or disclosure of the information;
- the use or disclosure is required or authorised by law;
- we reasonably believe the disclosure is necessary to lessen or prevent a serious threat to life, health or safety;
- disclosure is to our employees, agents and external advisers (such as lawyers, auditors, accountants and financiers); or
- disclosure is to organisations who provide service to us in connection with our business, such as mailing operations, billing and debt recovery functions.

Where we disclose your information, we will take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of individuals' personal information.

## How we protect the security of personal information

We generally host and store our data (including personal information) electronically in our IT systems. We may also store personal information in hard copy paper files. We take reasonable steps to protect the personal information that we hold free from misuse, loss, unauthorised access, modification or disclosure. We have physical and electronic security systems and we limit who can access your personal information.

We will only keep your personal information for as long as necessary relating to the purpose for which it was collected, stored, used or disclosed. We will then take reasonable steps to destroy or de-identify the personal information, unless it is required to be retained by law or by order of a court or tribunal.

## Overseas transfer and storage of personal information

Before we disclose any personal information or transfer data using systems (including software and cloud-based solutions) that are not in Australia, we must take steps as are reasonable to ensure that the overseas recipient does not breach the APPs. We will disclose or transfer personal information where we reasonably believe that the relevant system is subject to a law or binding scheme that has the effect of protecting your personal information in a way that overall is at least substantially similar to the APPs and there are mechanisms for you to enforce that protection. We may also ask you to consent to us transferring the information overseas.

## How personal information can be accessed and corrected

Under the Privacy Act you have a right to access, or request that we correct, the personal information that we hold about you.

It is our goal to ensure that the personal information that we hold is accurate, complete, relevant, not misleading, timely and secure. In order for us to meet this goal, you should ensure that you promptly advise us:

- if there is any change to any of the details you have provided to us; or
- if it comes to your attention that we possess certain information about you that is not correct, accurate, complete, up-to-date or relevant, so that we can continue to provide the services that we have agreed.

You can contact us on the details below to obtain further information on how to:

- request access to the personal information that we hold about you; or
- request that we correct the personal information that we hold about you where the individual considers that the information that we hold is not accurate, complete or up-to-date.

We will use all reasonable efforts to correct the information that we hold about an individual unless we consider that the Privacy Act or another relevant law permits or requires us to withhold the information or not make the correction.

If an individual requests us to provide them with access to personal information that we hold about them, we will provide such information within a reasonable time. We may require proof of the individual's identity before permitting access to or changing their personal records.

There is no charge for requesting access to, or correction of, personal information.

If we cannot provide an individual with access to their personal information, or cannot correct it if requested, we will provide a written notice of our reasons for refusal.

Under the *Information Privacy Act 2009* (Qld), individuals also have a right to be given access to, and apply for amendment of, any documents received or brought into existence by CleanCo to the extent the document contains the individual's personal information.

## Complaints

An individual can make a privacy related complaint by contacting us on the details below. We will usually respond within 30 days unless it is unreasonable in the circumstances for us to do so. Individuals may also lodge a complaint with the Office of the Australian Privacy Commissioner.

## Changes to this policy

We reserve the right to make changes to this Privacy Policy, from time to time for any reason. Any changes to our policy will be displayed on our website. It is your responsibility to check the website from time to time, and before providing further personal information to us, in order to determine whether there have been any changes.

## How to contact us about privacy

If you would like to contact us in relation to anything concerning this Privacy Policy, or if you think that we have breached any aspect of this Privacy Policy, then please contact us at [privacy@cleancoqld.com.au](mailto:privacy@cleancoqld.com.au). You can also write to us at:

The Privacy Officer  
CleanCo Queensland Limited  
Level 18  
140 Creek Street  
BRISBANE QLD 4000

## Definitions

The following definitions apply to this policy:

CleanCo	CleanCo Queensland Limited
Personal information	As defined by section 6 of the Privacy Act: 'information or an opinion (about an individual, or an individual who is reasonably identifiable), whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not'.

### Document governance

<b>Title:</b>	Privacy Policy
<b>Approved by:</b>	CleanCo Board
<b>Periodicity of review:</b>	2 years unless otherwise required
<b>Approved:</b>	10 December 2021 v3

### Version control

Version	Date	Description	Approved By
1	May 2019	Initial document	Board
2	October 2020	Review and consolidation of CleanCo's Governance Document Hierarchy	Board
3	December 2021	Annual review and update of address	Board