

# Euroka Energy – Privacy Policy

**Effective Date: 08AUG2025**

**Euroka Energy Pty Ltd (ABN 67 658 935 105)**

**Address: 1/21 Lenco Crescent, Landsborough QLD 4550**

**Website: [www.eurokaenergy.au](http://www.eurokaenergy.au)**

## 1. Our Commitment to Protecting Your Privacy

Euroka Energy Pty Ltd (“Euroka Energy”, “we”, “us” or “our”) is committed to protecting your privacy. We comply with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), and where applicable, the Credit Reporting Code.

This Privacy Policy explains how we collect, use, store and disclose your personal information and credit information, and how you can access, correct, or make a complaint about our handling of your information.

## 2. What is Personal Information?

“Personal information” means any information or opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not and whether recorded in a material form or not.

“Sensitive information” is a subset of personal information and includes health information, details of concession or discount entitlements, or information about the use of life support equipment. We only collect sensitive information with your consent or where required/authorised by law.

## 3. What Personal Information We Collect

The personal information we may collect includes (but is not limited to):

- Your name, date of birth, and contact details (address, phone number, email)
- Identification details (e.g., driver’s licence, passport)
- Payment details, bank account or credit card information
- Concession or discount entitlement information
- Metering data and energy usage patterns
- Records of your interactions with us (calls, emails, online chats)

- Credit history and payment performance
- Details of any life support equipment at your premises

We may also collect technical data when you use our website or mobile app, including IP address, device type, browser type, operating system, location data, and pages visited. Cookies and similar technologies may be used to improve your browsing experience (see Section 11).

#### **4. How We Collect Your Personal Information**

We may collect personal information directly from you when you:

- Apply for our products or services
- Interact with us in person, over the phone, online, or by email
- Complete an enquiry or application form
- Participate in our promotions, competitions or surveys
- Apply for a job with us

We may also collect your information from third parties, such as:

- Credit reporting bodies and credit providers
- Network distributors and metering providers
- Energy retailers (if you transfer in or out)
- Your authorised representatives
- Government agencies and regulators
- Debt collection agencies
- Property managers, owners' corporations or strata managers

#### **5. Why We Collect, Hold and Use Your Information**

We collect, hold, and use personal information for purposes including:

1. Supplying energy and related services to you
2. Managing your account and our relationship with you
3. Assessing credit applications and creditworthiness
4. Processing payments and issuing invoices
5. Responding to enquiries, feedback, or complaints
6. Conducting market research and improving our products/services
7. Meeting legal, regulatory, and energy market obligations
8. Administering government rebate or concession schemes

9. Marketing our products, services, promotions, and offers (unless you opt out)

## **6. Credit Information**

As a credit provider, we may collect, store and disclose credit-related information including:

- Your credit history and repayment behaviour
- Information from credit reporting bodies (e.g., Equifax, illion)
- Details of overdue payments or defaults
- Any credit-related court proceedings

We may use and disclose this information to:

- Assess credit applications
- Recover overdue payments
- Share with credit reporting bodies and debt collectors
- Meet legal obligations

You may request that credit reporting bodies do not use your information for direct marketing pre-screening.

## **7. Disclosure of Your Personal Information**

We may disclose your personal information to:

- Our related companies
- Energy network operators and metering service providers
- Payment processors, banks, and financial institutions
- Credit reporting bodies and debt collectors
- IT and data storage providers (some located overseas in Singapore, USA, EU)
- Marketing and research service providers
- Professional advisers (lawyers, auditors, consultants)
- Government and regulatory authorities where required by law

Where we disclose information overseas, we take reasonable steps to ensure it is protected in accordance with the APPs.

## **8. Security of Your Information**

We store information securely in both electronic and hard copy formats. Security measures include:

- Confidentiality agreements for staff and contractors
- Access controls and authentication procedures
- Secure document storage and disposal processes

We destroy or de-identify information when it is no longer needed, unless we are required by law to retain it.

## **9. Access, Correction and Deletion**

You can request access to or correction of your personal or credit information by contacting our Privacy Officer (see Section 12). We will respond within a reasonable time. We may refuse access in certain circumstances as permitted by law and will provide reasons for any refusal.

## **10. Complaints About Privacy**

If you believe we have breached your privacy, you can contact our Privacy Officer. We will investigate your complaint and aim to resolve it promptly.

If you are not satisfied, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au) or call 1300 363 992.

## **11. Website and Mobile App Use**

We use cookies and analytics tools to improve your browsing experience, monitor website performance, and tailor content. You can disable cookies in your browser, but this may affect website functionality.

Our website may contain links to third-party sites; we are not responsible for their privacy practices.

## **12. Contact Us**

Privacy Officer  
Euroka Energy Pty Ltd  
1/21 Lenco Crescent, Landsborough QLD 4550  
Email: [privacy@eurokaenergy.com.au](mailto:privacy@eurokaenergy.com.au)  
Phone: [Insert Phone]

## **13. Changes to This Policy**

We may update this Privacy Policy from time to time to reflect changes in law, technology, or our business operations. The latest version will always be available on our website.

This Privacy Policy was last updated in AUG 2025