

## Privacy policy

### 1. Introduction

The Energy Users Association of Australia Inc ("The EUAA" or "We" or "Us") values its visitors' privacy. This privacy policy is effective from 19 September 2017; it summarises what information we might collect from a registered user or other visitor ("you"), and what we will and will not do with it.

Please note that this privacy policy does not govern the collection and use of information that you provide to companies other than The EUAA, nor by individuals not employed or managed by The EUAA. If you visit a website that we mention or link to, be sure to review its privacy policy before providing the site with information.

### 2. What we do with your personally identifiable information

It is always up to you whether to disclose personally identifiable information to the EUAA, although if you elect not to do so, we reserve the right not to register you as a user or provide you with any products or services. "Personally identifiable information" means information that can be used to identify you as an individual, such as, for example:

- your name, company, email address, phone number, billing address, and shipping address
- your EUAA user ID and password
- credit card information
- any account-preference information you provide us
- your computer's domain name and IP address, indicating where your computer is located on the Internet
- session data for your login session, so that our computer can 'talk' to yours while you are logged in

If you do provide personally identifiable information to The EUAA, either directly or through a reseller or other business partner, we will:

- not sell or rent it to a third party without your permission — although unless you opt out (see below), we may use your contact information to provide you with information we believe you need to know or may find useful, such as (for example) news about our services and products and modifications to the Terms of Service;
- take commercially reasonable precautions to protect the information from loss, misuse and unauthorised access, disclosure, alteration and destruction;
- not use or disclose the information except:
  - as necessary to provide services or products you have ordered, such as (for example) by providing it to a carrier to deliver products you have ordered;
  - in other ways described in this privacy policy or to which you have otherwise consented;
  - in the aggregate with other information in such a way so that your identity cannot reasonably be determined (for example, statistical compilations);

- as required by law, for example, in response to a subpoena or search warrant;
- to outside auditors who have agreed to keep the information confidential;
- as necessary to enforce the Terms of Service;
- as necessary to protect the rights, safety, or property of The EUAA, its users, or others; this may include (for example) exchanging information with other organisations for fraud protection and/or risk reduction.

### **3. Other information we collect**

We may collect other information that cannot be readily used to identify you, such as (for example) the domain name and IP address of your computer. We may use this information, individually or in the aggregate, for technical administration of our website(s); research and development; customer- and account administration; and to help us focus our marketing efforts more precisely.

### **4. Cookies**

The EUAA uses “cookies” to store personal data on your computer. We may also link information stored on your computer in cookies with personal data about specific individuals stored on our servers. If you set up your Web browser (for example, Internet Explorer or Firefox) so that cookies are not allowed, you might not be able to use some or all of the features of our website(s).

### **5. External data storage sites**

We may store your data on servers provided by third party hosting vendors with whom we have contracted.

### **6. Your privacy responsibilities**

To help protect your privacy, be sure:

- not to share your user ID or password with anyone else;
- to log off the Energy Users Association of Australia website when you are finished;
- to take customary precautions to guard against “malware” (viruses, Trojan horses, bots, etc.), for example by installing and updating suitable anti-virus software.

### **7. Security of information**

The EUAA has implemented various physical, electronic and managerial security procedures in order to protect personal information from loss and misuse, and from unauthorised access, modification, disclosure and interference. The EUAA regularly reviews security and encryption technologies and will strive to protect your personal information as fully as we protect our own confidential information.

The online booking facilities of our third party providers (Ecwid Store) utilise Secure Sockets Layer (SSL) encryption to ensure the security of all online booking transactions. SSL encryption is automatically enabled whenever the user submits confidential information to us via the Internet. Ecwid is also a PCI DSS validated Level 1 Service Provider which is the gold standard for e-commerce solutions worldwide.

### **8. Access to and correction of personal information**

Subject to any exceptions set out in applicable privacy laws, we invite you to access any personal information we may hold about you. Where personal information we hold about you is not accurate, complete, up-to-date or relevant, you may ask us to correct that personal information, and we will respond to your request within a reasonable time. We reserve the right to confirm the identity of the person seeking access or correction to personal information before complying with such a request. If we deny access or correction, we will provide you with the reason for such denial. If you wish to access or seek correction of any personal information we hold about you, please refer to the Questions or Comments section below.

You must always provide accurate information and you agree to update it whenever necessary. You also agree that, in the absence of any update, we can assume that the information submitted to us is correct.

### **9. Opt-out**

Should you no longer wish to receive e-newsletters or other promotional material, participate in market research or receive other types of communication from us, please refer to the Questions or Comments section below

### **10. Changes to this privacy policy**

We reserve the right to change this privacy policy as we deem necessary or appropriate because of legal compliance requirements or changes in our business practices. If you have provided us with an email address, we will endeavour to notify you, by email to that address, of any material change to how we will use personally identifiable information.

### **11. Questions or comments**

If you have questions or comments about The EUAA's privacy policy or would like to update your details or be removed from our mailing lists, please email us at [euaa@euaa.com.au](mailto:euaa@euaa.com.au) or contact us via any of the ways described in the Contact Us page of this website.