



Privacy Policy

This Privacy Policy applies to all of the activities of iGENO Pty Limited. It describes how we manage personal information collected or held by us.

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1 Our Commitment

iGENO Pty Limited (referred to as "iGENO"/"we"/"our"/"ours"/"us") is committed to preserving and respecting our customers' privacy by complying with the provisions contained in the Privacy Act 1988 (Cth).

2 Collection of Personal Information

2.1 Information We Collect

We collect personal information about you including contact information, credit card details, and any other personal information required to provide services to you. We may also collect personal information (such as contact details) about persons who are not our customers, including former customers, persons who enter competitions and persons who provide personal information about others (for example, when referring customers to us).

2.2 Sensitive Information

We do not collect sensitive information such as your race, religion, beliefs or sexual preference except where you have consented or where we are permitted or required by law to do so.

2.3 Calling Number Identification

We also collect calling line identification (CLI) information in relation to every telephone call placed to our dial-up servers. We collect this information regardless of whether customers have requested blocking of their CLI. This means that information regarding which telephone number is used to access our dial-up service is stored by us in relation to each access. CLI information is only used for fraud prevention, billing, call management, and credit control. We do not use CLI information for marketing purposes.

2.4 Recording of Calls

Telephone calls to our sales and customer service departments are recorded as a matter of course. We record and monitor telephone calls for training, service quality control and compliance purposes. A recorded announcement when the call is placed will alert the caller that the call is being recorded.

3 What Happen if A Customer Choose Not to Provide the Information

You do not have to give us your personal information. However, if you choose not to, we will be unable to provide you with our services.

4 Use of Personal Information

We use personal information:

- to identify you so that we can provide services to you;
- administer our provisions of services (such as sending you bills and collecting amounts owed);
- for billing and credit control purposes;
- to improve the services we provide for you and to inform you about any improvements or changes in services;

- to market other services that we or third parties offer;
- to investigate possible fraud and illegal activity;
- for our legal and regulatory reporting and compliance requirements; and
- to comply with our legal obligations, including instances where we are required or permitted by our retail authority to do so, such as to a law enforcement agency.

5 Direct Marketing

We may use your information to tell you about other iGENO products and services or bundle offers. We may tell you about our products and services or bundle offers via direct mail, electronic direct mail, unsolicited telemarketing calls, or any other means of direct communication. Unless you tell us that you do not want to receive telemarketing calls from us, we may make telemarketing calls to your telephone numbers, or unless your telephone numbers are listed on the National Do Not Call Register. You may choose to opt out of receiving direct marketing (including unsolicited telemarketing calls) from us by contacting us via email to support@uss.igeno.com.au or by calling 1300 989 689.

6 Disclosure of Personal Information

Before disclosing personal information, you or your authorised person acting on your behalf will need to answer set questions in order to verify your identity and access to this information.

7 Disclosure of Personal Information to Third Parties

Generally, we will not disclose personal information we collect about you to any third parties without your prior consent. Similarly, we will not sell any information we collect back about our customers.

However, depending on the product or service or issue concerned, we may disclose personal information about you (subject to confidentiality agreements where appropriate):

- to service providers who provide services to us, such as providers of billing, credit collection, help desk and support services;
- to sell, deliver and market energy service to you;
- to service providers who provide a service to you such as electricity networks or gas distributors and relevant electrical or gas contractors;
- to credit reporting agencies;
- to third parties where you have given consent to the disclosure;
- to government, law enforcement and regulatory bodies where this is necessary for us to comply with our legal obligations;
- to parties to whom we sell all or part of our assets or business.

8 Non-Identifying Information

We may collect (and provide to third parties) information about the way you browse our website or other information on the Internet. This information cannot be used to identify any individual customer or visit or to our website. The information is used to collect and

analyse statistics about browsing behaviour for marketing and development purposes. For example, we may use such information to make improvements to our website.

9 Customer Access and Correct Information

We will take all reasonable steps to ensure that all personal information which we collect, use or disclose is accurate, complete and up-to-date. You can access and correct some of your personal information (such as contact details) that we hold about you by securely logging in to our website. If you wish to access the information we hold about you, you can send an email to our privacy compliance officer (see contact details below) and we will respond within 30 days. A handling fee may be charged to cover the cost of us accessing and providing you with the required information. You can also request that inaccurate, incomplete or outdated information be corrected or deleted.

10 Security

We take all reasonable steps to protect your personal information that we hold from misuse, interference and loss, unauthorised access, modification or disclosure. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

We train our staff in how to keep your personal information safe and secure. We also use secure systems and environments to hold your information. We only keep your information for as long as we need it.

Although our websites have security systems in place, including the use of firewalls and data encryption, there is no guarantee that data transmission over internet is one hundred percentage secure. If you are made aware that the Internet is not a secure environment, but you use the Internet to send us your personal information, it is sent at your own risk.

11 Complaints and Further Information

If you have any complaints about our privacy practices or would like further information, you can contact our Privacy Compliance Officer.

12 Contact Details for Our Privacy Compliance Officer

- Telephone: 1300 989 689
- E-mail: support@uss.igeno.com.au
- Postal Address: PO Box R241, Royal Exchange, NSW 1225

13 Updating Our Privacy Policy

We may revise or update our Privacy Policy occasionally. When we change our Privacy Policy, we update it on our website. Visit our website regularly to review our Privacy Policy for changes.

This Privacy Policy was created in June 2022.