

Neighbourhood Energy

Privacy Policy

Neighbourhood Energy takes its Privacy obligations very seriously. We have adopted the National Privacy Principles (NPPs), which set out the rules for the protection of your personal information.

As required by the NPPs, we have a Privacy Policy in place. Under the NPP, an organisation must set out its policy for its management of personal information and must make the policy available to any person who asks for it.

This is our Privacy Policy. We recommend that you keep this information for future reference.

National Privacy Principles that affect our Business:

- No personal information can be obtained about a customer unless that information is necessary for our main business of supplying energy.
- Personal information about customers is private. We must not disclose personal information about a customer to any outside person or organisation without the customer's permission.
- Where it is reasonable and practicable to do so, we will collect information about a customer only from that customer.
- No personal information about a customer can be used for any purpose other than the purpose of retailing energy to that customer.
- No personal information about a customer can be used for any purpose other than the purpose for which the information was obtained.
- We must take reasonable steps to protect personal information held by us from misuse and loss and from unauthorised access or disclosure.

Information about our Customers

Customer information held by Neighbourhood Energy will include the customer's name, address, date of birth, phone number, email address, bank account or credit card details and other relevant identification.

How we use your personal information

We cannot use any personal information about a customer for any purpose other than the purpose of retailing energy to that customer. This may also include using your personal information in order to provide you with our products and services and to gain a better understanding of your electricity needs in order for us to provide you with a better service.

Help us to ensure we hold accurate information

Neighbourhood Energy takes all reasonable precautions to ensure that the personal information we collect is accurate and up-to-date. It will assist us if you tell us if there are any errors in your personal information and you keep us up to date with changes to your personal information. You have a right to know what personal information we hold about you. If you would like to know what information we hold about you, please let us know.

Further Information

If you have any questions in relation to Our Neighbourhood's Privacy Policy, please contact our Privacy Compliance Officer at Neighbourhood Energy, Suite 2, 431 Glenhuntly Road Elsternwick 3185, or contact the Essential Services Commission at 35 Spring Street Melbourne.