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# United Energy – Notice of Personal Information Management Policy

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United Energy is committed to respecting the privacy of your personal information. This Policy sets out our personal information management practices. Throughout this Policy, we refer to your “personal information” which means information which identifies you as an individual or from which your identity can be reasonably ascertained. Your name, address and telephone number are examples of personal information. References to “us”, “we” and “our” are references to United Energy and references to “you” or “your” are references to United Energy’s customers.

## **Compliance with the National Privacy Principles**

United Energy complies with the National Privacy Principles under the Privacy Act 1988 and with any other applicable laws that protect your privacy.

## **Personal information collected**

We only collect personal information that is necessary for our functions and activities. For example, we may collect your contact details to connect or maintain supply and prevent unauthorised transactions on your account, to resolve any queries you may have, or to enable you to pay your account by direct debit. Without your personal details, we may not be able to supply our services to you. Generally, we try to collect personal information directly from you. However, there are certain situations in which we may collect personal information about you from someone else, for example, your retailer. In either case, we will take reasonable steps to ensure that you are aware of the purposes for which the information is collected. In certain circumstances we may collect sensitive information such as health information, to assist in meeting your special needs. We will only collect this information with your consent or otherwise in accordance with the law.

## **Use and disclosure of personal information**

We will generally use and disclose your personal information for purposes related to the main purpose for which the information has been collected (for example, supplying electricity or gas and associated metering, billing, account and asset management), or where you have consented to the use or disclosure. We may provide personal information about you to our service providers who assist us in providing our services. These may include companies that assist United Energy with data processing and analysis, research, mail services or maintenance. We will only disclose your personal information to those third party service providers so that the service provider can effectively provide those services. In order to inform you of the range of services and benefits we offer, we may use personal information for the purpose of direct marketing. We will not use your personal information for marketing purposes where you have made a request that you do not want it to be used in this way. We may otherwise use or disclose your personal information where required or authorised by law, which may include emergency situations and assisting law enforcement agencies.

## **Accessing and updating your personal information**

If you need to access or correct any personal information we hold about you, please contact us using the “Contact Details” set out below. We request that you provide us with as much detail as you can about the particular information you seek, in order to help us retrieve it. An access fee may be charged to cover our costs of providing that information to you. In certain circumstances, we may not be required by law to provide you with access or to correct your personal information. If that is the case, we will give you our reasons for that decision. We take reasonable steps to make sure that the personal information we collect, use and disclose is accurate, complete and up-to-date. If there is any change to the personal information you have provided to us, please let us know.

## **Security of personal information**

We take reasonable steps to protect all of the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. This protection applies in relation to information stored in both electronic and hard copy form. Our commitment to privacy extends to our Internet sites.

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## Complaint Process

If you wish to make a complaint about the way in which we have handled your personal information, please contact us at:

**Privacy Officer**  
**United Energy**  
**PO Box 449**  
**Mount Waverley**  
**VIC 3149**  
**(03) 8846 9000**  
[privacy@ue.com.au](mailto:privacy@ue.com.au)

## Contact Details

If you have any questions in relation to privacy, or require any further information about United Energy's Personal Information Management Policy, please contact us at:

**Privacy Officer**  
**United Energy**  
**PO Box 449**  
**Mount Waverley**  
**VIC 3149**  
**(03) 8846 9000**  
[privacy@ue.com.au](mailto:privacy@ue.com.au)