



PRIVACY POLICY

1 Privacy Policy

- (a) This is the privacy policy of SolarTrak Pty Ltd (ABN 53 644 079 247) ('SolarTrak'). The purpose of this policy is to ensure that any individual who provides information to SolarTrak is protected under Australian law, in accordance with the *Privacy Act 1988* (Cth) ('Privacy Act').
- (b) Words defined in the Privacy Act have the same meaning when used in this policy.

2 Protecting your privacy

We seek to protect and maintain the privacy, accuracy and security of your personal information. We will comply with the Australian Privacy Principles ('APPs') in the Privacy Act.

3 Collection of information

- (a) We may collect personal information about you such as:
- (i) your name, current address, previous address details;
 - (ii) date of birth and gender;
 - (iii) email addresses and telephone and or mobile numbers, driver's license number; and
 - (iv) current and former employment information.
- (b) We collect information when you use our website. Please refer to the website section of this policy for further details. We do not collect sensitive information about you such as your racial or ethnic origin, political opinions, religious beliefs or affiliations.
- (c) If there is another person named in any correspondence, you may need to provide their personal information and you warrant that the other person has consented to the collection of their personal information for the reasons it is being collected.

4 If you do not provide personal information

The main consequence for you, if some or all of the above personal information is not collected by us is that we may not be able to provide products, services or information to you, or be able to provide them to the same standard as if we had the information requested.

5 How we collect personal information

- (a) We collect personal information in a variety of ways. We mainly collect information from you when you knowingly provide it to us including via our website, when you contract with us, when you make a request or enquiry of us or when you join our mailing list. We may collect information about you from third parties (including your Solar Generation Plant installer) for the purposes set out in this privacy policy.
- (b) We collect personal information from our suppliers and commercial customers when they provide it to us as part of an application to supply goods and/or services.

6 Why we collect, hold and use and disclose personal information

- (a) We collect, hold, use and disclose personal information about individuals when it is necessary for us to carry on our business functions or to comply with laws.
- (b) We may collect, hold, use and disclose your personal information to answer your enquiry or to provide the information or service that you requested.
- (c) We may also collect, hold, use or disclose your personal information:
- (i) to enable us to develop, administer and manage our services and business;
 - (ii) to verify your identity;
 - (iii) to customise service to better meet your needs and preferences;
 - (iv) statistical purposes;
 - (v) future promotional and marketing purposes including direct marketing;
 - (vi) for research purposes to better improve our websites, products or services;
 - (vii) other customer support purposes;
 - (viii) to deal with complaints, queries or feedback; and

- (ix) when authorised or required by law.

7 Direct Marketing

SolarTrak may engage in direct marketing. You may choose to “opt-out” of receiving this material by contacting SolarTrak via the contact page on the website <https://solartrak.com.au/contact/> or clicking on the “unsubscribe” link at the bottom of an email we send you. SolarTrak will not charge you any additional cost or in any way disadvantage you for choosing to “opt-out” of receiving marketing material.

8 When we may disclose your personal information to third parties

SolarTrak engages or may engage non-affiliated companies to provide certain services on its behalf, such as installing and connecting SolarTrak devices, undertaking marketing activities, and conducting research on client satisfaction.

In the course of conducting our business we may also provide your personal information to:

- (a) our related companies;
- (b) employees, contractors and subcontractors;
- (c) an individual’s representatives;
- (d) your PV system installer;
- (e) our professional advisers, including our lawyers, auditors and accountants; and
- (f) government bodies, regulators or law enforcement authorities, as required or authorised by law.

We may disclose your personal information to third parties:

- (a) to meet the purpose for which it was submitted;
- (b) if we have your consent to do so or otherwise when we are authorised by law; and
- (c) if we are required by law to disclose the information.

9 Overseas recipients

We will not disclose your personal information to overseas recipients excluding the technology platform provider.

10 Change in control of SolarTrak

If there is a change of control in our business or a sale or transfer of our business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may

be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

11 Security

All personal information held by us will be handled and stored in accordance with our obligations under the Privacy Act. We will take reasonable steps to:

- (a) make sure that the personal information we collect, use or disclose is accurate, complete and up to date;
- (b) protect the information from misuse, interference, loss or unauthorised access, modification or disclosure both physically and through security methods; and
- (c) destroy or permanently de-identify the information if it is no longer needed for any purpose.

12 Website

- (a) When you visit our websites (including our social media pages), we or agencies on our behalf and our internet service provider may monitor and take a record of your visit and log “clickstream data” for statistical purposes such as your server’s IP address.
- (a) This privacy policy is strictly limited to the collection, storage and use of personally identifiable information collected by SolarTrak, in the course of business, and does not apply to any third parties. We have no control over the privacy practices or the content of any third party websites, and assume no liability for the privacy practices of these websites.
- (b) Any link on the Solartrak website to external entities are not covered within this policy. The terms and conditions set out in this privacy policy only cover the domain name of <https://www.solartrak.com.au/> and any of our social media pages.

13 Privacy

- (a) At your request we will provide details of the personal information we hold about you. The release of information is subject to some exceptions such as information relating to existing or any anticipated legal proceeding, together with exceptions provided by the Privacy Act.
- (b) Unless unusual circumstances apply, we should provide access to you within 30 days of the request.

- (c) We reserve the right to charge a fee for providing access to your information to your information when permitted by law.
- (d) To protect your personal information, the request to us must be in writing and can be sent by letter or facsimile or email. All correspondence should be addressed to:

Attention: The Manager

Mail: SolarTrak Pty Ltd, 15A
Rundle Street, Kent Town SA 5067

Email: admin@solartrak.com.au

- (e) Our objective is to respond to any request within a reasonable timeframe.
- (f) We also aim to ensure that your personal information is accurate, up to date and complete. Amendment of personal information will be conducted upon written or verbal request from you. You can contact us using the details above to access your information and/or request the correction of any information.

14 Complaints

- (a) We are committed to the protection of your privacy and personal information. Complaints you may have about your personal information can be lodged with us by using the contact details above.
- (b) We will attempt to resolve any complaints within 10 working days. If resolution is not possible within this timeframe we will contact you to discuss the matter further.
- (c) You also have the right under the Privacy Act to make a complaint to the Information Commissioner.

15 Changes to this policy

This policy is subject to change over time without prior notice. We may amend this policy by updating this posting.

16 Copies of this policy

You can ask us to provide you with a copy of this policy, including a hard copy, by contacting us using the contact details above.

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