

PRIVACY STATEMENT

1. APPLICATION OF PRIVACY PRINCIPLES

- 1.1. CS Energy is bound by the National Privacy Principles (“the NPPs”) enacted under the Privacy Amendment (Private Sector) Act 2000. The NPPs endeavour to ensure that entities like, CS Energy, collect, use and handle Personal Information¹ in a responsible manner.
- 1.2. The NPPs became effective on 21 December 2001.

2. EXEMPTIONS

- 2.1. CS Energy is, however, exempt from compliance with the NPPs if an act is done or a practice engaged in:
 - a) **Individuals – Non-Business Related** – other than in the course of the business carried on by CS Energy;
 - b) **Employee Records** – that is directly related to:
 - i). A current or former employment relationship between CS Energy and you; and
 - ii). An Employee Record² held by us and relating to you;
 - c) **Journalism** –
 - i). in the course of journalism; and
 - ii). at a time when CS Energy is committed to observe the standards that:
 - deal with privacy in the context of activities of a Media Organisation³; and
 - have been published in writing by CS Energy or a person or body representing a class of Media Organisations.

3. INFORMATION HELD

- 3.1. CS Energy may hold any Personal Information which is provided to CS Energy by you or your authorised representative for the purpose of conducting CS Energy’s business.

4. PURPOSE OF INFORMATION HELD

- 4.1. CS Energy may hold Personal Information about you for the purpose stated in the Collection Statement⁴ to which you consented at the time of disclosing your Personal Information to CS Energy.

¹ Personal Information means information, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained from that information, regardless of its source.

² Employee Record, in relation to an employee means a record of Personal Information relating to the employment

³ Media Organisation means an organisation whose activities consist of collection, preparation and dissemination of news, current affairs, information or documentaries.

⁴ Collection Statement is the statement issued to you prior to collection or provision of the Personal Information by you to CS Energy.

5. COLLECTION

5.1. CS Energy may collect Personal Information about you in any of the following ways:

- a) Face to face interview
- b) Over the phone
- c) Fax
- d) Via e-mail
- e) Via a website
- f) Other

6. STORAGE

6.1. CS Energy may store Personal Information about you in the following ways:

- a) In paper files;
- b) Electronically; or
- c) Both on paper and electronically

7. USE AND DISCLOSURE

7.1. CS Energy may use or disclose Personal Information about you in any of the following ways:

- a) As stated in the Collection Statement to which you consented at the time of disclosing your Personal Information.

8. ACCESS

8.1. You may access the Personal Information we hold about you on request by contacting the CS Energy Privacy Representative on 3222 9333.

9. CS ENERGY REVIEW PROCEDURES

9.1. If an Individual believes that their Personal Information has not been dealt with in accordance with an IPP they may make a complaint to the CS Energy Privacy Representative seeking an internal review.

9.2. A request for internal review must be made in writing and must be made within six months from the date when the breach was suspected to have occurred.

9.3. Requests for review must be acknowledged in writing within 14 days from the date on which the application was received, and CS Energy will process the request within 60 days from the date on which the application was received. Applicants are to be advised in writing of CS Energy's decision.

9.4. If the applicant does not agree with the decision of CS Energy, they may request an internal review. The Chief Executive will arrange for an internal review to be carried out by a more senior officer who has not previously been involved in the matter. This will be done within 45 days. The Chief Executive will provide a written response to the individual.

10. HOW TO CONTACT US

10.1. If you have any questions or require further information, please contact us at:

CS Energy Limited
Level 21
Central Plaza II
66 Eagle Street
BRISBANE QLD 4000

Telephone: 3222 9333 and ask for the Privacy Representative