



Privacy Statement

1. PRIVACY

- 1.1. CS Energy is committed to the National Privacy Principles (“the NPPs”) as defined in the *Privacy Act 1988* (Cth). The NPPs endeavour to ensure that entities like CS Energy, collect, use and handle personal information¹ in a responsible manner.
- 1.2. CS Energy will amend and provide access to personal information in accordance with Schedule 3 of the *Information Privacy Act 2009* (Cth).

2. EXEMPTIONS

- 2.1. The National Privacy Principles do not apply in certain circumstances including:
 - CS Energy’s relationship with employees; and
 - CS Energy’s records of employees.

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. COLLECTION

- 4.1. CS Energy may collect personal information about you in any of the following ways:
 - a) Collection Statement or other form
 - b) Face to face interview
 - c) Over the phone
 - d) Fax
 - e) Via e-mail
 - f) Via a website
 - g) Other
- 4.2. CS Energy will give you the option of remaining anonymous when providing personal information wherever it is lawful and practicable to do so.
- 4.3. Cookies are used on the CS Energy website to enable a seamless browsing experience. CS Energy does not use these Cookies to collect or store browsing data of website users.

5. STORAGE

- 5.1. 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.

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.

- 5.2. CS Energy will take all reasonable steps to protect the confidentiality of your personal information. To do this, we have implemented security systems and procedures to guard information stored in both electronic and hard-copy forms.

6. USE AND DISCLOSURE

- 6.1. At the time of disclosing your personal information, you will be asked to complete a Collection Statement. In doing so, you agree that we may use or disclose your personal information as stated on the form or in any other way permitted at law.

7. ACCESS & AMENDMENT

- 7.1. At any time, you may make a [written access or amendment application](#) to the CS Energy Privacy Officer. You may contact the Privacy Officer to request procedural guidance to ensure that your application is in the required form.
- 7.2. The Privacy Officer will make a decision as to whether to provide access or amend your personal information and provide you with written notice of their decision within 25 days.
- 7.3. The Privacy Officer may refuse access to or amendment of documents where the application:
- Relates to exempt information; or
 - Should have been made under the [Right to Information Act](#); or
 - Does not comply with the application requirements; or
 - Would substantially and unreasonably divert our resources from the performance of our business functions.
- 7.4. If access or amendment is denied, you may seek an Internal or External Review of the decision.
- 7.5. An application for review must be made in writing within 20 days of receipt of notice that access or amendment is denied.
- 7.6. An authorised person will make a decision to uphold or vary the initial decision and provide written notice to you of their decision within 20 days.
- 7.7. For further assistance to submit an access or amendment application please contact the Privacy Officer.

8. COMPLAINTS

- 8.1. CS Energy is committed to upholding the National Privacy Principles and will take all reasonable steps to investigate and prevent misuse of your personal information.
- 8.2. If you are not satisfied with the way in which your personal information has been collected, disclosed or handled, we encourage you to contact the Privacy Officer at

CS Energy Limited
Privacy Officer
PO Box 2227
Fortitude Valley BC QLD 4006
Phone: (07) 3854 7777/
Fax: (07) 3854 7300

9. HOW TO CONTACT US

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

CS Energy Limited
Level 2
HQ (North Tower)
540 Wickham Street
FORTITUDE VALLEY QLD 4006

Telephone: 3854 7777 and ask for the Privacy Officer.