

Privacy Policy

Policy statement

CS Energy Limited (CS Energy) may collect and use personal information in connection with the operation of its business.

CS Energy recognises the importance of privacy and is committed to protecting the privacy of personal information it collects. The *Privacy Act 1988* (Cth) (Privacy Act) and the Australian Privacy Principles (APPs) contained in Schedule 1 of the Privacy Act govern the way in which CS Energy uses and manages personal information, subject to certain exemptions. Chapter 3 of the *Information Privacy Act 2009* (Qld) (IP Act) sets out the methods by which individuals can access and amend personal information held by CS Energy.

Personal Information is defined in the Privacy Act and the IP Act. In the Privacy Act, it means information or an opinion, whether true or not, about an identified individual, or an individual who is reasonably identifiable.

Objectives

The objectives of this privacy policy are to ensure that CS Energy:

- has a clearly expressed and up-to-date policy about the management of personal information by CS Energy, as required by the Privacy Act;
- collects, uses, stores and maintains personal information in accordance with applicable legislation;
- provides individuals with rights to access and request amendments to their personal information held by CS Energy in accordance with applicable legislation; and
- maintains accurate records.

Kinds of personal information collected and held

CS Energy collects and holds personal information that is reasonably necessary for any of CS Energy's functions and activities. The kinds of personal information that CS Energy collects and holds depends on an individual's interactions with CS Energy. Types of personal information may include:

- an individual's name and contact details (such as address, email address and telephone numbers);
- if the individual is an employee or contractor, the individual's age or birth date, job title, and health information relevant to their employment or engagement with CS Energy;
- details of the services an individual has acquired from CS Energy or which an individual has enquired about, together with any additional information necessary to deliver those services and/or respond to the enquiries.

Purpose of collection, use and disclosure

Generally, CS Energy will collect, hold, use and disclose personal information for the purposes of the performance of the operations and functions of its business:

- providing information and services, including answering enquiries and providing information or advice about CS Energy's services (or the services of CS Energy's related entities or other organisations that CS Energy has affiliations with);
- if the individual is an employee or contractor of CS Energy, managing and maintaining CS Energy's relationship with the individual, or if the individual is a job applicant, managing the job application process;
- conducting business processing functions including providing personal information to CS Energy's related entities, contractors, service providers or other third parties;
- administrative, marketing, planning, service development, quality control and research activities, including analysing CS Energy's services and business needs with a view to developing new or improved services and business practices;
- updating CS Energy's records and keeping an individual's contact details up to date;
- processing and responding to any complaint made; and
- complying with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or co-operating with any governmental authority.

Method of collection

Where reasonable and practicable, personal information will be collected directly from an individual, for example through the use of standard forms, over the internet, via email or through a conversation (including on the telephone). There may, however, be some instances where personal information will be collected indirectly because it is unreasonable or impracticable to collect personal information directly from an individual.

Failure to provide information

If the personal information provided to CS Energy is incomplete or inaccurate, or an individual does not provide personal information to CS Energy, CS Energy may not be able to supply the relevant individual with the services or information they are seeking.

Internet users

CS Energy may collect additional personal information about individuals that access CS Energy's website, including information in the form of an IP address and domain name. CS Energy's website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify individuals personally, but they may link back to a database record about the individual.

CS Energy's website may contain links to other websites operated by third parties. CS Energy makes no representations or warranties in relation to the privacy practices of linked third party websites or the content of any linked third party website. Linked third party websites are responsible for informing individuals about their own privacy practices.

Use and disclosure

Generally, CS Energy will only use or disclose personal information about individuals for the purposes for which it was collected (as set out above), unless an exemption applies under the Privacy Act. CS Energy may disclose personal information about individuals to:

- CS Energy's employees, related entities, suppliers, contractors, service providers and other third parties, who assist CS Energy in operating its business or with whom CS Energy has commercial relationships;
- Government agencies and departments where required;
- any organisation for any authorised purpose with an individual's express consent.

Security

CS Energy holds personal information in different ways, including in paper and in electronic form. The security of the personal information CS Energy holds is important to CS Energy. CS Energy takes reasonable measures to ensure that personal information is stored safely to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure, including electronic and physical safety security measures.

Access and amendment

At any time, an individual has a right to request to access their personal information and to request its correction, including by making a written access or an amendment application to the CS Energy Privacy Officer under the IP Act. An individual may contact the Privacy Officer to request procedural guidance to ensure that any such application is in the required format.

The Privacy Officer will make a decision as to whether to provide access to or amend the relevant personal information and provide the individual with written notice of their decision usually within 25 business days.

The Privacy Officer may refuse access to or amendment of records held in the circumstances prescribed by the relevant laws, including where an application under the IP Act:

- relates to exempt information;
- should have been made under the *Right to Information Act 2009* (Qld);
- does not comply with the application requirements; or
- would substantially and unreasonably divert CS Energy's resources from the performance of business functions.

If access or amendment is denied for an application under the IP Act, individuals may be able to seek an internal or external review of the decision. An application for review must be made in writing within 20 business days after the date of the notice that access or amendment is denied. In the case of an internal review, an authorised person will make a decision to uphold or vary the initial decision and provide written notice to the individual of their decision within 20 business days.

For further assistance to submit an access or amendment application, please contact the Privacy Officer.

Complaint

If an individual believes that their personal information has not been dealt with in accordance with the privacy legislation, they may make a complaint in writing to the CS Energy Privacy Officer seeking an internal review. The Privacy Officer will internally review the complaint and contact the individual in writing to advise the individual of the outcome, within a reasonable time.

If the individual does not agree with the outcome of the review, the individual may request a further internal review. The responsible Executive General Manager will arrange for that further internal review to be carried out by an equally or more senior employee who has not previously been involved in the matter. The responsible Executive General Manager will aim to provide a written response to the individual within a reasonable time.

Contact

Please contact CS Energy's Privacy Officer with any queries or concerns about CS Energy's privacy policy or the way CS Energy handles personal information using the following contact details:

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

More information

For more information about privacy in general, individuals can visit the federal Privacy Commissioner's website at www.oaic.gov.au/ or the Queensland Information Commissioner's website at www.oic.qld.gov.au.