

Privacy Policy

Policy Statement

This Policy applies to CS Energy and all of its subsidiary entities. CS Energy Limited (CS Energy) is a Queensland owned and based energy company that provides reliable and competitively priced electricity.

We generate and sell electricity in the national electricity market, we are an energy retailer to commercial and industrial businesses, and we are investing in new energy assets, including solar and wind farms, renewable hydrogen and batteries.

We may collect and use personal information to support the operation of our business. CS Energy recognises the importance of privacy and is committed to protecting the personal information collected. *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

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 your interactions with CS Energy. Types of personal information may include:

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

- your IP address and domain provider if you have accessed the CS Energy public website

Additionally, our website uses cookies managed by third parties. The main purpose of cookies is to prepare customised web pages for you. 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.

Purpose of Collection

CS Energy collects, holds, uses and discloses personal information for the purposes of the carrying out its functions and operations. This information is used in the following ways:

Members of the public, external stakeholders, customers:

- 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); and
- Processing and responding to any complaint made.

Job applicant, employee or third party contractors:

- Managing and maintaining CS Energy's relationship with the individual or where the individual is a job applicant, managing the job application process; and
- Conducting business processing functions including providing personal information to CS Energy's related entities, contractors, service providers or other third parties.

Visitors to CS Energy sites:

- To ensure ongoing compliance with government health directions and requirements (health information, vaccination records); and
- Managing and maintaining visitor records (phone numbers, names, and images).

Internal Purposes:

- 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; and
- Complying with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or cooperating with any governmental authority.

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Privacy Policy (continued)

Third Party Advertising:

CS Energy uses interest-based and targeted advertising services (Online Advertising Services) to advertise to you on third party websites. The Online Advertising Services used by CS Energy include Google, LinkedIn and Facebook and may:

- Use cookies and other tracking technologies such as web beacons/ pixel tags, device identifiers and JavaScript to collect information about your visit to the CS Energy website and elsewhere on the internet (e.g. IP addresses and website activity);
- Store this information in the United States of America and other countries;
- combine this information with information CS Energy has collected at other times or through us or other sources (e.g. where CS Energy website is accessed on multiple devices).

The online Advertising Services may use information about users to:

- inform, optimise, measure and customise the advertisements users see on the internet;
- group website users based on demographic characteristics (e.g. gender, age, territory); evaluate use of our website and other websites;
- provide other services relating to website activity;
- do other things in accordance with their privacy policies and other notices and terms, to the extent permitted by law (e.g. where a user has an account with their service);
- the Online Advertising Services may transfer the information they hold about users to service providers they engage or where otherwise required by law.

Method of collection

Where it is reasonable and practical to do so, personal information will be collected from you directly. Examples of how personal information might be collected include, when you fill out a form, by viewing the CS Energy website, by email or through a conversation (including on the telephone). You must consent before information is collected from you, after you are informed of what types of information will be collected and how it will be done. 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 you.

Use and disclosure

Generally, CS Energy will only use or disclose personal information about you 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 you 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; or

- Government agencies and departments where required; or
- any organisation for any authorised purpose with an individual's express consent.

You will also be able to consent to the use and collection of personal information through our Privacy Collection Notices. These notices will provide information on the use and purpose of information collected by CS Energy in individual circumstances.

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.

Some of the steps taken by CS Energy to protect records of personal information include:

- Maintaining up-to-date privacy and data protection policies and standards for employees and third party contractors to follow;
- Providing CS Energy employees with appropriate information security and privacy training;
- Using firewalls, passwords, access controls, intrusion detection systems, monitoring tools and virus scanning and appropriate encryption to maintain network and system security;
- Securing buildings with access controls, alarms, guards and CCTV systems.

Access and Amendment

At any time, you have a right to:

- request to access your personal information CS Energy holds and
- request correction to your personal information.

You can do this by making a written access or an amendment application to the CS Energy Privacy Officer. You may contact the Privacy Officer to request guidance to ensure your application is in the required format. No fees are to be charged for lodging a request for personal information, however, fees may be charged at CS Energy's discretion in cases where a request is complex in nature.

CS Energy employees can also request access to and amendment of their information through Human Resources. The Privacy Officer will make a decision to provide you access to or amend the relevant personal information. The Privacy Officer will provide you with written notice of their decision usually within 25 business days.

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Privacy Policy (continued)

The Privacy Officer may refuse access to or amendment of your personal information 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, you 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 you of their decision within 20 business days.

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

Complaint

If you believe your personal information has not been dealt with in accordance with the privacy legislation, you 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 you in writing to advise of the outcome, within a reasonable time.

If you do not agree with the outcome of the review, you 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 you within a reasonable time.

Contact

This Privacy Policy is subject to regular review and has been last updated in November 2022.

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

Email: privacyofficer@csenergy.com.au

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.