

# Privacy Policy

## Policy statement

CS Energy is responsible for your personal data. This Policy applies to CS Energy and all of its subsidiary entities.

CS Energy Limited (CS Energy) is a Queensland government owned corporation.

## What personal data do we collect?

Depending on the type of contact you have with us, we may collect and hold a range of different kinds of personal information about you.

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, current and previous addresses, date of birth, telephone number, email, bank account or credit card details, credit history, shareholdings, qualifications, proof of right to work, medical information, your IP address and domain provider if you have accessed the CS Energy public website, images including CCTV footage.

## Method of Collection

**Directly from you:** Unless it is unreasonable or impracticable to do so, we try to collect your personal information directly from you. We may contact you through our website, by social media, by telephone, through letters and emails, or in person.

**From third parties:** We may also collect personal information about you from third parties, including any authorised representatives such as employment companies or brokers or other third parties with whom we have business relationships.

## Purposes that we use your personal data:

CS Energy collects, holds, uses and discloses personal information for the purposes of the carrying out its functions and operations.

### Members of the public, external stakeholders, customers:

We may collect your information in a number of ways including directly from you, from third parties.

We collect your personal information for a range of different purposes including to provide our products or services to you, to respond to any complaint or enquiry you have made, to answer enquiries for administrative, planning and research purposes.

We also collect non personal information of customers who use the CS Energy portal for the purposes of managing portal security. We will also collect information about how you use our website so that we can improve your experience.

### Job applicant, employee or contractors:

The personal information we collect includes, but is not limited to your name, address, email address, personal contact details, date of birth, gender, work experience, qualifications, superannuation and bank account details, tax file number, emergency contacts, citizenship status or proof of right to work, images of you, and relevant medical and health related information, including any disabilities you may have.

We collect your personal information to create a contractor record and to have a contractor relationship with you. If the information you supply is insufficient or inaccurate, our ability to provide contractor-related services or to fully consider you for opportunities may be limited. We may disclose this information to third parties including contractors, agents, government and regulatory bodies and service providers.

### Visitors to CS Energy sites:

The information we collect may include your name, address, telephone number, contact details, details of your employer and images of you. We may also collect sensitive information, including health information, about you. For example, one of our representatives may request that you submit to a drug or alcohol test while on our premises. We also use CCTV at some times for the purposes of site security and your image may be captured on the CCTV footage.

**From time to time, we may be requested to disclose your information to government and regulatory authorities or service providers.**

### 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.
- **Other:** From time to time, personal data we hold may include data about membership of a professional or trade association, or union, details of dietary preferences when relevant to event to which you are invited.

## When will we disclose your information to or collect your information from a third party

We may disclose your personal information to other third parties (often referred to as service providers) that we engage or we are engaged by for the purposes of their work. These third parties include information technology suppliers, maintenance contractors, marketing and advertising agencies and contractors, mailing and logistics providers, our joint venture partners, entities for whom we act or provide functions, government and regulatory authorities, and our professional advisors (such as accountants, auditors and lawyers).

Third parties manage this information under their own Privacy Policies and we ask that these third parties hold, use and disclose your personal information in accordance with Australian legislation.

## How we hold and secure your information

CS Energy stores information in different ways, including in paper and in electronic form.

Our security safeguards include:

- Document storage security policies systems and site access restrictions;
- Confidentiality requirements for employees and contractors and third-party contractors to follow;
- Providing CS Energy employees with appropriate information security and privacy training;
- Website security systems, including firewalls, and data encryption;
- Securing buildings with access controls, alarms, guards and CCTV systems.

**Information held overseas:** We may hold overseas or disclose to third parties overseas personal information for the purpose of undertaking business. Where your personal information is held overseas, we or the overseas service providers may disclose your information when required by Australian or foreign law.

### Our websites:

Our Privacy Policy applies to use of our websites and to any personal information you provide via our websites.

We, or a third party engaged by us, may send CS Energy users interest-based and targeted advertising services (Online Advertising Services) to advertise to you on third party websites.

We may log IP addresses to review trends, manage our websites, and gather broad information on users.

## Access and correcting your information

At any time, you have a right to:

- Request to access your personal information CS Energy holds; and
- Request corrections to your personal information.

**Providing you with access to your information:** When you request information we hold about you, we will try to provide you with a way to access it.

You can do this by making a written access or an amendment application to the CS Energy Privacy Officer. 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.

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 *Information Privacy Act 2009* (Qld):

- 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 *Information Privacy Act 2009* (Qld), 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.

### Complaints:

If you believe your privacy has been breached, or you have a complaint about our handling of your personal information, please contact us on the details below. We will investigate your complaint and provide you with a written response.

## Contact

This Privacy Policy may change from time to time. Please refer to our website for the most current version.

For written enquires:

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](mailto:privacyofficer@csenergy.com.au)