



## PRIVACY COLLECTION STATEMENT

To assist us in the provision of energy and other products and services, we may need to collect personal information (including credit information) about you.

By providing your personal information, you agree to its use and disclosure in accordance with this statement and our Privacy and Credit Reporting Policy. If you do not agree, you must not provide your personal information, and we may not be able to provide our products or services to you.

We will try to collect your personal information only from you, but in some cases we may collect personal information about you from third parties. If this happens, we will take reasonable steps to ensure that you are aware that your personal information has been provided to us and of the matters contained in this privacy statement.

We may also ask you for the personal information of third parties (such as a joint account holder or in relation to a request by you for connection of energy to a rental property, contact details for the property owner or the owner's agent). If we do not collect this personal information, we may not be able to provide our product or services to you to the same standard or at all. If you provide us with the personal information of another person, you must make them aware of the matters set out in this collection statement.

We may also collect and disclose personal information that is not sensitive information about you (unless you have agreed that we can collect and disclose such sensitive information) from our related companies including (but not limited to) where you are a customer of ours and also a customer of our related companies.

We may disclose your personal information to other parties, credit reporting bodies for the purpose of conducting credit checks or reporting defaults, third parties who provide us services in connection with our business (e.g. our call centre operators, IT service providers and debt collection agencies), regulatory or government authorities and authorised representatives.

From time to time, these third parties may be located (and therefore your personal information may be disclosed) overseas, including Fiji, India, the Philippines and New Zealand.

We may use and disclose your personal information for direct marketing purposes, unless you opt out.

Our Privacy and Credit Reporting Policy is available at [www.lumoenergy.com.au/privacy/](http://www.lumoenergy.com.au/privacy/). It contains information about how you may access and seek correction of your personal information, how you may complain about a



breach of your privacy, how we will deal with that complaint and credit reporting and credit reporting bodies we use.

If you have any questions about our Privacy Collection Statement, please call Lumo Energy on 1300 115 866.