



## **PRIVACY STATEMENT (REGISTRY OF BIRTHS, DEATHS AND MARRIAGES - NOTIFY OTHERS PILOT)**

Lumo Energy Australia Pty Limited (ABN 69 100 528 327) (**we, us or our**) is collecting your personal information, specifically your name and contact details, including your email address and/or mobile number or landline. We have collected this information about you from the Registry of Births, Deaths and Marriages (**BDM**) as a third party nominated on the 'Fact of Death Form' (**Form**) that you submitted to BDM.

We will only use your personal information for the intended purpose(s) described in the Form. We will not pass on your personal information to any third party organisations, unless we have obtained your prior consent from the Registrar at BDM to do so. We will not use your personal information for any promotional purposes.

We may collect your personal information and use your personal information that is not sensitive information about you from our related companies, including where you are a customer of ours and also a customer of our related companies. We may disclose your personal information to our related companies, service providers who may be located overseas, contractors, to other energy companies (where this is necessary for us to be able to supply our services to you), as well as to government bodies and regulators where we are required or authorised by law to do this.

Any personal information collected, stored, used and disclosed by us will be treated in accordance with the *Privacy Act 1988* (Cth) and our privacy policy (available on our website at [www.lumoenergy.com.au/privacy/](http://www.lumoenergy.com.au/privacy/)). Our privacy policy has details on how you may access and correct your personal information and how complaints may be made and will be handled. You can also ask us for a hard copy of this statement by contacting us on 1300 115 866 or by emailing us at [info@lumoenergy.com.au](mailto:info@lumoenergy.com.au), visiting our "Contact us" page on our website [www.lumoenergy.com.au/about-us/contact-us](http://www.lumoenergy.com.au/about-us/contact-us) or printing this pdf. For more information on our privacy practices, please contact our Privacy Officer at [privacyofficer@lumoenergy.com.au](mailto:privacyofficer@lumoenergy.com.au).



## **RELATED ENTITIES**

This Privacy and Credit Reporting Policy also applies to the following companies:

1. Lumo Energy Australia Pty Limited ABN 69 100 528 327; and
2. Lumo Energy (SA) Pty Ltd ABN 61 114 356 697.