



Humenergy Privacy Policy

Energy Retailer Privacy Policy



1 Overview

Humenergy Group is committed to managing your personal information with the highest integrity and discretion. This statement outlines our policy on how we collect, hold, use and disclose the personal information we hold about you.

2 Introduction

This policy applies to all customers of Humenergy Group. Humenergy Group Pty Ltd t/as RMS Energy Management adheres to the National Privacy Principles under the Privacy Act 1988 when collecting, using, storing and disclosing information. We will not unlawfully disclose this information to any third party without the written expressed permission of the person whose information it relates to, unless otherwise stated.

3 What we must do

The Privacy Act 1998 requires Humenergy Group Pty Ltd t/as RMS Energy Management to ensure that we:

1. Collect only personal information which is necessary for Humenergy Group to perform its functions and activities.
2. Take reasonable steps to inform individuals, from whom we are collecting personal information, how to contact us, the purposes for which the information is collected and the organisations to whom this information is normally disclosed.
3. Wherever possible, Humenergy Group will only collect personal information from the individual and, where information is collected from someone else, we take reasonable steps to provide the information described in point 2 above to the individual.
4. Only use and disclose personal information for the primary purpose for which it was collected.
5. Protect and maintain the security and accuracy of personal information which is collected and give individuals the right to access and update personal information that is held about them.
6. Develop policies regarding how personal information will be collected and used and make these policies readily available to the public.

4 The purposes for which we collect, hold, use and disclose personal information.

Whenever it is reasonable and practicable to do so, we only collect information about you, directly from you. This information would normally be collected at the time you lodge a Supply Agreement. Furthermore, we only collect and hold personal information about you which is reasonably necessary to:

1. Provide meter reading, billing administration, payment and collection services on behalf of the on-seller/energy retailer of the premises.
2. Maintain and update your contact details when they change for the purpose of the above activities.
3. Humenergy may use/share your personal information to a Credit Reporting Body for the purposes of credit checks, debt collection and other related matters. Information regarding our Credit Reporting Body can be obtained upon request or via our website.

5 The kinds of personal information we collect & hold

The information we collect and maintain may include some or all of the following:

- Full name
- Supply address
- Contact/postal address
- Phone numbers
- Email address
- Utility rebate eligibility
- Date of birth
- Date responsible for supply
- Drivers licence number / Passport number
- Information/supporting documentation for the purpose of credit checks

6 How we hold personal information.

Protecting the privacy of your information is important to us, whether you interact with us personally by telephone, mail, or electronic medium (ie internet). We hold personal information in a combination of secure electronic and hardcopy forms and take steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure.

We may need to maintain records for a significant period of time. However, when we consider information is no longer needed, we will remove any details that will identify you or we will securely destroy the records.

Humenergy Group only collects information for its primary purpose and may disclose personal information about you to the body corporate, landlord, exempt on-seller or Credit reporting body. Pursuant to Division 1 Part IIIA of the Privacy Act 1988, Humenergy Group t/as RMS Energy Management may also disclose personal information to a Credit reporting body for the purpose of obtaining or creating credit information files.

7 How you may access your personal information and seek correction of it.

Humenergy Group commits to ensure that the personal information we hold is accurate and up-to-date. We realise that this information changes from time to time through changes of address and other personal circumstances. We can generally update your customer information over the telephone or in writing, and it is free to do so.

You can contact us to request access to your information, however a fee may be charged to provide you access to your information. Access to your information may be provided to you in hard copy form (if we store it in that manner) or via electronic means. However, there may be some legal or administrative reasons to deny access. If access is denied, we will provide you with the reason why.

8 How you may contact us, or how you may complain if we or a contractor breaches the APPs or a binding registered APP code

If you have any questions regarding our privacy policy or handling of information, please contact us via phone: (07) 5591 1341 or via email: info@rmsenergy.com.au.

If you are entitled to gain access to this information, please forward your written request to: Humenergy Group t/as RMS Energy Management PO Box 10443, Southport BC QLD 4215

9 *Discloser personal information to overseas recipients*

Please note: Humenergy Group t/as RMS Energy Management is unlikely to disclose your personal information to overseas recipients, unless for the purposes for the purposes of credit checks, debt collection and other related matters with our nominated Credit Reporting Body.