



**Local company** invested in, and serving the community for 28 years

Lawnton office 3889 8898      Tingalpa office 3890 8898

704 Gympie Road Lawnton QLD 4501 fax 3889 8897      1029 Manly Road Tingalpa QLD 4173 fax 3890 8897

## Springers Solar Privacy Statement

We are committed to providing our customers with the highest level of customer service, and therefore the privacy of your personal information is of the utmost importance to us. The following privacy policy governs the collection and use of your personal and financial information by Springers Solar. This policy reflects our commitment to your right to privacy and provides information in accordance with the National Privacy Principles contained in the Privacy Act 1988.

### Your personal information

We collect your personal information to enable us to assess your individual requirements. Personal information held by us may include your name, address, telephone or mobile contact numbers, your email address, credit card information and some of your electricity account information.

Upon request of your personal information, we will endeavour to specify which information is required for our business purposes and which information is optional. You may choose not to supply the optional information requested by us however this may affect our ability to assist you.

### How do we collect your personal information?

We collect personal information directly from you when you submit enquiries, applications, contracts or orders by telephone, facsimile, email, post or via our website.

We do not use publicly available sources, organisations or third party lists to gain sales leads or obtain personal information about customers.

### How do we use your personal information?

In order to effectively deliver the best possible service to you, Springers Solar will use your personal information:

- To assist you in determining the best product or service you require
- To communicate information about our products and services to you
- To complete a point of sale transaction in store or solar installation at your residence
- To assist with our internal administrative, planning and product development requirements
- To conduct our day-to-day business activities such as establishing pricing and delivery logistics

### When we disclose your personal information?

In order to effectively deliver our services to you we will need to disclose your information to specific employees so that they may make arrangements for your order or installation. We may also need to disclose your information to organisations outside of Springers Solar, including:

- Power utilities (such as Energex or Ergon) in respect to connection agreements; or
- Government and other regulatory authorities as authorised by law (such as The Clean Energy Regulator or the Australian Tax Office)

We do not give any personal information about you to other government agencies, organisations, third party lists or anyone else unless one of the following applies:

- You have consented
- You expect us to or we have told you we will
- It is required or authorised by law
- The disclosure is reasonably necessary for law enforcement purposes.

### Your personal security

When entering into an agreement with Springers Solar, we may collect your credit card details as part of our contract process. Any financial information (e.g. credit card or bank account details) provided by you via telephone, facsimile, email, post or via our website, will be kept strictly confidential by the employees involved.



### **Accessing your personal information**

We take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date.

You have the right to access your personal information held by Springers Solar and request copies of that personal information at any time. We will endeavour to provide you with the relevant details within 30 days of receiving your request. If you believe for any reason that we are holding inaccurate or incomplete personal information you may also request this to be corrected.

### **How do we store your personal information?**

We take all reasonable steps to protect your personal information from misuse, loss, authorised access, modification or exposure. We require all staff to maintain the confidentiality of all customer information at all times. Access to information stored electronically is restricted to employees whose job requires access to the information. Access to our computer systems is restricted through password protection.

### **Contacting us for information**

If you have any questions or concerns in regards to this privacy policy or if you would like to make a request relating to your personal information held by us, please contact any member of our staff either at our Lawnton office on 3889 8898 or our Tingalpa office on 3890 8898. Alternatively you can write to:

Administration Manager  
Springers Solar  
PO Box 5191  
BRENDALE Queensland 4500 Australia

Disclaimer: This privacy policy is subject to amendment at any time without notice. Information received prior to an amendment will remain subject to the policy applicable before the amendment.