

# Privacy Policy

Sapphire Solar complies with Australian Privacy Principles (**APPs**) contained in the Privacy Act 1988 (Cth) (**Privacy Act**). This Privacy Policy sets out the **Sapphire Solar** privacy obligations to you and explains the types of Personal Information that we may collect, hold, use and with whom the information is shared. It also sets out how you can contact us if you have any queries or concerns about this information.

## What information we collect and store

Sapphire Solar collects Personal Information and Energy and Gas Data from our customers.

The types of Personal Information we may collect include:

- Contact information such as your name, address, email address, telephone number;
- Your electricity and gas billing information such as your electricity retailer, tariff, and billing

The types of Energy Data we may collect include:

- Solar System information such as location, size, equipment configuration, circuit names, System status and performance;
- Electricity generated, electricity consumed, grid side voltage and power factor.

## The purposes for which we collect, hold, use and disclose Personal Information

All Personal Information collected by Sapphire Solar is used for our business functions and activities and it may be used for the purposes of:

- Providing you with our Products or Services that you have requested, such as maintaining your account details and billing, managing your solar System and home energy, improving our Products and Services;
- Communicating with you to respond to your requests, enquires and/or complaints; notify you about developments in our procedures, products, services, activities and programs that might be useful to you; marketing purposes; gather feedback;
- To comply with the law as required.

# Who we share your Energy Data and Personal Information with

We may share your Personal Information and Energy Data with the following:

- Our third party service providers required for us to deliver our Services to you, eg Hubspot and Podium. Please refer to these companies for their specific privacy policies.
- Our business partners, successors in title, potential purchasers of our business or shares in our business;

In all of these cases, Sapphire Solar expects these organisations to protect the privacy of that Personal Information.

You may contact [customerservice@sapphire-solar.com](mailto:customerservice@sapphire-solar.com) at any time to discuss any of these terms.

## How we collect and securely store Personal Information

Personal information may be collected by Sapphire Solar by way of provision of Personal Information by individuals via the phone, online contact forms, user-generated content; market research, emails, and during face-to-face meetings. Where necessary and with your consent, we supplement the information we receive from you with information from third party sources including Hubspot and Podium..

Sapphire Solar takes all reasonable steps to protect your Personal Information from loss, misuse or unauthorised disclosure, modification or destruction. Sapphire Solar's internal policies prohibit employees from looking at, recording or disclosing Personal Information about you except in course of performance of their duties. Security measures include:

- limiting access to the information we collect about you to "a need-to-know" basis;
- requiring any third party providers to have adequate security measures; and
- limiting physical access to our premises and putting in place other physical, electronic, and procedural safeguards in line with industry standards.

Sapphire Solar' digital information is stored on servers within Australia, although we may use or access data from third party providers that store data outside Australia. Sapphire Solar takes all reasonable steps to ensure that it deals with reputable entities for the purposes of securely storing Personal Information.

Sapphire Solar only retains Personal Information for periods required by law and/or our business operations. Otherwise Sapphire Solar will take reasonable steps to securely destroy or permanently de-identify the Personal Information.

## Direct Marketing

Sapphire Solar will only engage in direct marketing practices in accordance with the law. You may contact [customerservice@sapphire-solar.com](mailto:customerservice@sapphire-solar.com) at any time to request that you no longer receive any marketing information from us.

## Website Browsing Links to other websites

Accessing Sapphire Solar's websites will result in some information being logged including the time of access, IP address and the pages that have been viewed or accessed.

Our website may contain links to third party websites. We do not operate these websites and therefore are not responsible for the collection or handling of Personal Information by the operators of these websites.

## Cookies

Cookies are files with a small amount of data that are commonly used as anonymous unique identifiers. These are sent to your browser from the websites that you visit and are stored on your device's internal memory.

We use cookies to:

- Understand and save user's preferences for future visits.
- Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party services that track this information on our behalf including Google and Facebook.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser preference settings. If you choose to refuse our cookies, you may not be able to use some portions of this Service

## Making a complaint

If you believe that Sapphire Solar has breached one or more of its privacy obligations, your complaint (including a summary of the privacy concern or alleged breach and copies of any relevant documentation) shall be addressed to one of the contacts provided in Sapphire Solar Contact Details section below. Sapphire Solar will investigate the complaint and will endeavor to respond to you within 30 business days. Sapphire Solar will take immediate steps to redress proven privacy concerns or breaches.

## Lodging a complaint with the Australian Information

### Commissioner – Personal Information

If you do not receive a response from Sapphire Solar after 30 days or if you are not satisfied with the response, you can then lodge a complaint with the OAIC (telephone: 1300 363 992 | at [www.oaic.gov.au](http://www.oaic.gov.au)).

## Access to this Policy

This policy can be viewed at our website at [www.sapphire-solar.com](http://www.sapphire-solar.com)

Alternatively, you can request a copy of this policy using our contact details below.

## Sapphire Solar Contact Details

Phone: 1300 308 751 | Email: [customerservice@sapphire-solar.com](mailto:customerservice@sapphire-solar.com) | 1221/401 Docklands Dve, Docklands,  
VICTORIA Australia, 3008