

Privacy Collection Statement for New and Existing Customers

- Tas Gas Networks Tas Gas Retail Enwave Energy Enwave Victorian Networks
 Other:

Your information is being collected by **Enwave Victorian Networks** (ABN 69 163 231 696). Our contact details are available at <https://www.enwavevictoriannetworks.com.au/contact-us>.

We collect, use, hold and disclose your personal information (which includes your name, address, telephone and other contact details, forms of identification, banking and credit card details) in order to provide you with natural gas and related products and services and to process your payments for these goods and services.

If you choose not to provide your personal information to us, we may not be able to answer your query or provide energy and related products and services to you.

We may also:

- collect sensitive information about you in certain circumstances (for example, if life support equipment is used at your supply address)
- collect, use, hold and disclose additional confidential information that is not personal information (which may include metering data and other information where required under applicable laws)
- if you request that we provide a quote for our products and services, use your personal information to provide that quote, including to follow up if we do not hear from you
- collect personal information about you from third parties. In that case we will take reasonable steps to ensure that you are aware that your personal information has been provided and of the matters contained in this privacy collection statement
- ask you to provide personal information in relation to a third party for instance a joint account holder or, in the case of a rental property, contact details of the property owner or their agent. In that case you must make them aware of the matters set out in this collection statement
- disclose your personal information to our related parties, contractors, agents, natural gas distributors or retailers, government bodies and regulatory authorities (where required or authorised by law) and our service providers
- disclose your personal information to third parties to whom we assign your debt
- use your personal information for marketing purposes and may present you with gas offers in the future (including after your agreement with us ends).

We may also collect, use, hold and disclose certain credit-related information about you. We may collect such credit-related information from, and disclose credit related information to, credit reporting bodies and other entities that provide credit directly to you. For more information, please see our *Credit Reporting Statement of Notifiable Matters (EVN)* - (BMSDOC-18-1784).

We will otherwise collect, use, hold and disclose your personal information in accordance with our *Privacy Policy* (BMSDOC-18-1045), which sets out how you may access and correct the personal information that we hold about you and how to lodge a complaint relating to our treatment of your personal information. Our credit reporting policy, which forms part of our general *Privacy Policy*, sets out how we will collect, hold, use and disclose any credit-related information about you, how you may access and correct the credit-related information that we hold about you and how to lodge a complaint relating to our treatment of your credit-related information.