# Privacy collection statement for customers and prospective customers

Your information is being collected by Origin Energy Limited (ABN 30 000 051 696) or one of its Australian subsidiaries or affiliates (together, **we** or **us**).

## 1. What information we collect

As a customer or prospective customer, we may collect your personal information. This includes your name, current and previous addresses, date of birth, telephone number, email address, bank account details and credit card details, concession or discount entitlements, identity documents and associated details, information about the services provided to you, such as metering data and payment details, and other information where required by law. If you are a Power Up (EV smart charging) customer, we will also collect your EV credential information, vehicle charging schedule, charge rate, battery level, vehicle location, charging location and your odometer reading. This is not an exhaustive list.

In some circumstances, we may also collect sensitive information about you, for example, if life support equipment is used at your supply address.

We may also collect details of other interactions that you have with us, together with any other information that you choose to give us.

If you provide us with personal information about another person, such as an additional account holder or a family member, you must tell that person about this Privacy Policy.

## 2. How we collect your personal information

We may collect your personal information in a number of ways, including:

- directly from you (unless it is unreasonable or impracticable to do so);
- from third parties. These may include additional account holders on your account, your authorised representative, agents or third parties with whom we have business relationships, other energy retailers (if you move to us from that retailer), your energy distributor, credit reporting bodies and credit providers and publicly available sources of information, such as address validation software and telephone directories; and
- for prospective customers, from third parties (some of whom may be our agents) who have identified you as someone who may wish to receive offers about our products and services.

## 3. The purposes for which we collect your personal information

As a customer or prospective customer, we may collect your personal information for a range of different purposes including:

- to provide our products and services to you, or to provide you with a quote or offer for our products and services, including to follow up if we do not hear from you;
- to verify your identity (see more details below);
- to communicate with you about your account with us, including to issue bills and seek payment;
- if you want to set up a direct debit facility to pay your bills;
- to respond to any complaint you make to us;
- to answer your enquiries and provide any information or documents you ask for;
- for administrative, planning, product or service development, quality control and research purposes relating to our products and services;
- to update our records and keep your contact details up to date;
- to use information we are permitted by law to use to establish or report on your creditworthiness; and
- for marketing purposes where we have your express or implied consent to contact you using one or more types of personal information that we hold about you or where we are permitted by law to contact you.

We may use your personal information to verify your identity before we provide our products and services to you. We sometimes use identity verification services to securely compare the personal information on your identity documents (such as passport, drivers' licence and Medicare card) against official records via third party systems. The Government IDMatch website provides more information about the operation and management of these identity verification services. For more information on how we use these services, please read **Identity Verification 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 other products and services to you.

If you have an ID issued under the law of the Commonwealth or of a State or Territory other than what we request during the sign-up process, please contact us.

## 4. When we disclose your information to or collect your information from third parties

We may disclose your personal information to third parties in the conduct of our business and for the purpose of their work.

Third parties include:

- additional account holders or your authorised representative;
- other energy retailers (if you decide to move to another retailer);
- companies that manage the distribution of your energy;
- financial institutions (for payment processing);
- our partners, affiliates, subsidiaries, and companies that we provide a service to or for whom we act;
- government and regulatory authorities (where required or authorised by law); and
- our service providers such as information technology suppliers, meter reading and maintenance contractors, debt collection agencies, marketing and advertising agencies and contractors, mailing and logistics providers and our professional advisors – such as accountants, auditors and lawyers.

We may also disclose your personal information to third parties to whom we assign your debt.

These third parties may provide us with personal information they have collected from you in the course of providing relevant products or services.

We may also collect 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 specific Credit Reporting Collection Statement at www.originenergy.com.au/privacy.

## 5. Information held overseas

We may hold personal information about you in, or may disclose this information to, third party service providers located overseas. Your personal information will most likely be held in Japan, the United States of America, Canada, Singapore, Philippines, India, Netherlands, Malaysia, Thailand, Vietnam, the United Kingdom, Sweden, Pakistan and Hong Kong. If your personal information is held in other overseas countries in the future, we will update this collection statement.

## 6. Your personal information when engaging us through live chat

This section applies when you use the live chat function on our website or through our mobile app.

By using the live chat, you consent to us:

- using your personal information to improve the artificial intelligence (AI) chat bot we use as part of the live chat;
- disclosing your personal information to our service provider, and our service provider's service providers, who provide the live chat and AI technology; and
- disclosing your personal information outside of Australia, as our service provider is located overseas.

If you do not consent to these, do not use the live chat function.

You can still contact us through one of our other channels, see **originenergy.com.au/contact-origin**

## 7. How to access and correct your personal information

Our Privacy Policy sets out how you may access and correct the personal information we hold about you and how to lodge a complaint relating to our treatment of your personal information.

Our Privacy Policy and contact details are available at **originenergy.com.au/contact** or you can email us at **privacy@originenergy.com.au**.