

Privacy Policy

Planet Power Australia is committed to providing quality services to you, and this policy outlines our ongoing obligations to you in how we manage your personal information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern how we collect, use, disclose, store, secure, and dispose of your personal information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au.

What is Personal Information and why do we collect it?

Personal information is information, or an opinion, that identifies an individual. Examples of personal information we collect include: - names, addresses, email addresses, landline and mobile numbers, and facsimile numbers.

This personal information is obtained in many ways including interviews, correspondence, by telephone, by email, via our website at www.planetpower.au, from other publicly available sources, and from third parties. We do not guarantee website links or policy of authorised third parties.

We collect your personal information for the primary purpose of providing our services to you, providing information to our clients, and marketing. We may also use your personal information for secondary purposes closely related to the primary purpose, in circumstances where you would expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us via email, or in writing.

When we collect personal information, we will, where appropriate and where possible, explain to you why we are collecting the information, and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record, or health information.

Sensitive information will be used by us only: -

- For the primary purpose for which it was obtained
- For a secondary purpose that is related to the primary purpose
- With your consent, or where required or authorised by law

Third Parties

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties. In such a case, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your personal information may be disclosed in certain circumstances, including the following: -

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law

Security of Personal Information

Your personal information is sorted in a manner that protects it from misuse and loss and from unauthorised access, modification, or disclosure.

When your personal information is no longer required for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information is, or will be, stored in client files which will be kept by us for a minimum of seven (7) years.

Access to your Personal Information

You may access the personal information we hold about you to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing.

Planet Power Australia will not charge any fee for your access request but may charge an administrative fee for providing a copy of your personal information.

To protect your personal information, we may require identification from you before we release the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your personal information is up to date. We will take reasonable steps to make sure your personal information is accurate and concise. If you find the information we have is not up to date, or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change occasionally and will be updated on our website.

Privacy Policy Complaints and Enquiries

If you have any queries, or complaints, about our Privacy Policy, please contact us at: -

Address: 2/17-25 Lake Albert Road, Wagga Wagga NSW 2650

Email: info@planetpower.com.au

Telephone: (02) 6921 3940 or 1300 769 256