

PRIVACY POLICY

1. Purpose

1.1 Velora Energy Pty Ltd is committed to protecting the privacy of its Customers and handling personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

1.2 This Privacy Policy explains how the Company collects, uses, discloses, stores, and manages personal information in connection with the supply and installation of solar PV systems, battery storage systems, and related services.

2. Types of Information Collected

2.1 The Company may collect the following types of personal information:

a) Identification details:

- i) Full name;
- ii) Address of the installation site; and
- iii) Contact details (phone number and email address).

b) Property and energy information:

- i) Electricity bills and usage data;
- ii) NMI (National Meter Identifier);
- iii) Meter details;
- iv) Roof type, structure, and property details; and
- v) Photographs of the property and installation area.

c) System and service information:

- i) System design and configuration;
- ii) Installation details; and
- iii) Monitoring and performance data.

d) Government and compliance information:

- i) Information required for STC assignment;
 - ii) Information required for Solar Victoria or other rebate programs; and
 - iii) Identification required for regulatory compliance where applicable.
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3. How Information is Collected

3.1 Personal information is collected directly from the Customer when:

- a) Requesting a quote or proposal;
- b) Entering into an agreement;

- c) Providing documents or supporting information; and
- d) Communicating with the Company (phone, email, or in person).

3.2 Information may also be obtained from third parties where required, including:

- a) Electricity retailers or distributors;
 - b) Government bodies or rebate administrators; and
 - c) Installation partners or subcontractors.
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4. Purpose of Collection

4.1 The Company collects and uses personal information to:

- a) Prepare system designs, quotes, and proposals;
- b) Supply and install solar PV and battery systems;
- c) Apply for grid connection, approvals, and metering;
- d) Process STCs and other government incentives;
- e) Arrange installation and coordinate with installers;
- f) Provide system monitoring, maintenance, and support;
- g) Respond to enquiries and complaints; and
- h) Comply with legal and regulatory requirements.

4.2 If required information is not provided, the Company may not be able to:

- a) Provide an accurate quote;
 - b) Proceed with installation;
 - c) Apply for rebates or approvals; and
 - d) Deliver the services requested.
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5. Disclosure of Information

5.1 The Company may disclose personal information to the following parties for the purposes set out in this policy:

- a) Accredited installers and subcontractors;
- b) Electricity distributors (DNSPs);
- c) Electricity retailers;
- d) Government bodies and rebate administrators (including Solar Victoria);
- e) STC agents and Clean Energy Regulator processes;
- f) Product manufacturers for warranty purposes;
- g) Software providers for system monitoring; and
- h) Professional advisers (legal, accounting, compliance).

5.2 Information will only be shared where required to deliver the service, meet regulatory requirements, or complete the installation and operation of the system.

6. Data Storage and Security

6.1 The Company stores personal information in secure electronic systems.

6.2 The Company takes steps to protect information from:

- a) Unauthorised access;
- b) Misuse;
- c) Loss;
- d) Modification; and
- e) Disclosure.

6.3 Access to personal information is limited to authorised personnel and service providers involved in delivering services.

7. Access and Correction

7.1 Customers can request access to their personal information held by the Company.

7.2 Customers can request correction of any inaccurate, incomplete, or outdated information.

7.3 Requests can be made using the contact details provided in Section 10 of this policy.

8. Marketing Communications

8.1 The Company may send Customers information about products, services, or updates related to solar PV systems, battery systems, or energy services.

8.2 Customers can opt out of marketing communications at any time by:

- a) Contacting the Company directly; or
 - b) Using the unsubscribe option provided in communications.
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9. Complaints About Privacy

9.1 If a Customer has a complaint regarding how their personal information has been handled, they can contact the Company using the contact details provided in Section 10 of this policy.

9.2 The Company will:

- a) Acknowledge the complaint within **1–2 business days**;
- b) Investigate the complaint;
- c) Provide an initial response within **15 business days**;
- d) Aim to provide a final outcome within **25 business days**, unless additional time is required due to complexity, in which case the Customer will be advised of the revised timeframe.

9.3 If the Customer is not satisfied with the outcome, they can escalate the complaint to the Office of the Australian Information Commissioner (OAIC) or other relevant regulatory bodies.

10. Contact Details

Customers can contact the Company regarding privacy matters via:

a) Phone: **(03) 7056 9989**

b) Email: **support@veloraenergy.com.au**

c) Sending written correspondence to:

Velora Energy Pty Ltd
4335 G, 470 St Kilda Rd
Melbourne VIC 3004
