



D.FRAME ELECTRICAL PTY LTD

Licence No: 315543C

362 KEIRA STREET, WOLLONGONG 2500

28-32 TRIM STREET, NOWRA 2541

PH: 0242 266 600

E: info@dframeelectrical.com

D. Frame Electrical Privacy Statement

Privacy policy statement

D. Frame Electrical is committed to compliance with the privacy laws. These laws protect the privacy of personal information D. Frame Electrical holds on customers and other individuals with whom we deal.

D. Frame Electrical respects the privacy of our customers, the privacy of our business contacts and the privacy of our employees. If you would like more information about how D. Frame Electrical handles personal information, you can obtain a copy of D. Frame Electrical's privacy policy (set out below) by speaking with our Contact Centre by contacting us on 02 4226 6600.

Privacy Policy

D. Frame Electrical is bound by the Australian Privacy Principles (APPs) The APPs are contained in the Privacy Act 1988 (the Privacy Act) and govern how organisations handle personal information.

Our privacy policy is divided into the following sections:

1. What personal information does D. Frame Electrical collect?
2. How does D. Frame Electrical collect your personal information?
3. How is personal information used?
4. How long is personal information stored?
5. Will personal information be given to anyone else?
6. Access and correction
7. Is personal information stored safely?
8. Non-customer information
9. Contacting D. Frame Electrical
10. Changes to this privacy policy

This privacy policy has been prepared primarily for our customers, who may have questions about how we handle personal information. However, D. Frame Electrical also may handle information about people who are not customers. Non-customer personal information is discussed in Section 6.



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1. What personal information does D. Frame Electrical collect?

D. Frame Electrical performs all functions related to electricity metering and data, infrastructure services and distributed energy. For the purposes of our Privacy Policy, the products and services supplied by D. Frame Electrical are collectively referred to as "our products or services".

If you ask D. Frame Electrical to supply you with our products or services, D. Frame Electrical will ask you to provide certain details. This may include your name, contact information (including your address and telephone numbers) and requirements in relation to our products and services. In the case of businesses acquiring our products or services, D. Frame Electrical usually requires the name, title and contact details of a contact person in the business.

D. Frame Electrical may also request information about you in order to help you decide which of our products or services would best suit your requirements. However, we don't collect information we don't need.

Generally, D. Frame Electrical will not collect sensitive information about you (such as details of your race, political beliefs, religion or health), although some health information may be required in certain circumstances, if you use particular health-related appliances in your household.

2. How does D. Frame Electrical collect your personal information?

We generally collect your personal information directly from you. For example, we may collect personal information about you when you deal with us over the telephone, send us correspondence (whether by letter, fax or email), when you have contact with us in person or when you complete a form on the D. Frame Electrical Website. If you do not provide the information requested, we may not be able to provide you with products or services requested or to fulfil another applicable purpose of collection.

There may be occasions when we need to source personal information about you from a third party. For example, we may collect personal information from an energy retailer regarding



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your energy supply arrangement, a company for whom you work (for example, if it is a service provider or business customer of D. Frame Electrical), other organisations with whom you have any relevant dealings, a credit reporting agency, an information service provider or from a publicly maintained record (such as the Australian Bureau of Statistics). If we collect personal information about you in this way, we will take reasonable steps to ensure you are aware of the relevant matters set out in this policy.

When you visit the D. Frame Electrical website, we may collect additional information about your use of the Website, which may or may not identify you. We may collect information about which pages you visit on the Website to help us determine which parts of the site you value, so that we can build and develop our Website to best meet your needs. We may also collect information about your Internet browser, operating system, address of the referring site, your internet protocol address and clickstream information. This information helps us to understand how you came to find our Website.

3. How is personal information used?

The personal information relating to you collected by D. Frame Electrical is used to:

- a. Provide you with our products or services, or with other information you have requested, and for purposes related or ancillary to this. This will include use of personal information for establishing and maintaining any necessary accounts or records, credit checks, invoicing and billing systems, debt recovery, market research and to develop new and better services;
- b. Supply services in accordance with national electricity market settlement processes or systems operating under the National Electricity Rules (including, without limitation, registration, or transfer of registration of a Registered Participant as a person who is financially responsible for any customer connection point or the settlement of transactions or payments under the National Electricity Rules), the Market Operations Rules and any other regulation or statutory instrument;
- c. Conduct, participate in and evaluate the success of any project or trial of new energy technologies and infrastructure, and to make decisions as to whether the technologies and infrastructure should be adopted on a larger scale; and
- d. Tell you about D. Frame Electrical products or services or promotions from time to time.



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D. Frame Electrical may also use the personal information it collects as otherwise permitted under the Privacy Act. If at any time you no longer wish to be told about new D. Frame Electrical products or services or promotions, please contact us on 02 4226 6600 or via email info@dframeelectrical.com

4. How long is personal information stored?

D. Frame Electrical will only retain personal information for as long as is needed for the purposes for which it was collected or as required by law. The retention period will vary depending on the nature of the information and the purposes for which it was collected. For example, if you are a customer, D. Frame Electrical may need to retain your personal information for a longer period of time in order to comply with legal or regulatory obligations, or to resolve disputes or complaints.

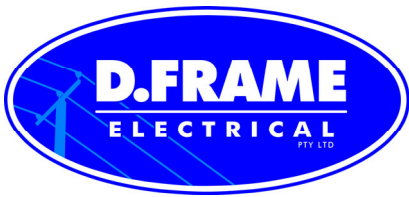
If personal information is no longer needed for any purpose, it will be securely destroyed or permanently de-identified in accordance with D. Frame Electrical's document retention and destruction policies.

5. Will personal information be given to anyone else?

In the circumstances described below, personal information may be disclosed outside D. Frame Electrical. Additional disclosures may also take place where the individual provides informed consent or where they are otherwise permitted under the Privacy Act.

(a) Outsourcing and advice

Personal information collected by D. Frame Electrical may be disclosed to third parties to whom D. Frame Electrical contracts out specialised functions (including mailing houses, printing companies, data storage companies, information technology providers and legal and accounting services). If D. Frame Electrical does disclose personal information to third party contractors or advisers under outsourcing or contracting arrangements, D. Frame Electrical generally maintains tight control over the use of information by these third parties, and prohibits disclosure of the information by them including by taking steps to ensure that those



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contractors:

- a. comply with the National Privacy Principles when they handle your personal information and,
- b. are authorised only to use personal information in order to provide the services or to perform the functions required by D. Frame Electrical.

In these circumstances, contractor access to personal information is likely to constitute a use by D. Frame Electrical rather than a disclosure.

(b) Market settlement

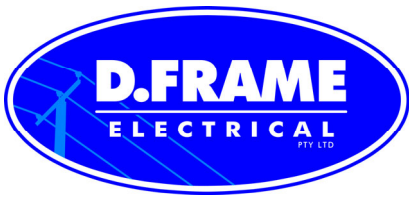
D. Frame Electrical may disclose personal information (and in particular metering data) for the purpose of operating within the electricity market and to distribute electricity, in accordance with national electricity market settlement processes or systems operating under the National Electricity Rules (including, without limitation, registration or transfer of registration of a Registered Participant as a person who is financially responsible for any customer connection point or the settlement of transactions or payments under the National Electricity Rules), the Market Operations Rules and any other regulation or statutory instrument.

(c) Research and surveys

Personal information may be disclosed to third parties (such as government agencies and research partners) for reporting purposes in connection with the projects and trials conducted by D. Frame Electrical from time to time. Where this occurs, D. Frame Electrical takes reasonable steps to make individuals aware that information about them is being disclosed and obtains their consent to do so where necessary.

(d) Disclosures required by law

For legal reasons, other disclosures may need to be made to law enforcement agencies, government agencies, courts or external advisors. For example, D. Frame Electrical may be asked to disclose certain personal information about an individual to assist the police with an investigation into criminal activities. D. Frame Electrical's policy is to only make such disclosures in accordance with the Privacy Act. D. Frame Electrical may also be required to



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disclose certain information under the energy industry laws and rules, including the ones referred to in paragraph (b) above.

D. Frame Electrical does not sell personal information to third parties.

6. Access and correction

Personal information may be disclosed overseas where service providers or research organisations are outside Australia, or if you use a payment method (such as a credit card issued overseas which requires us to communicate information about you internationally (for example, to your bank if it is outside Australia)).

Under the Privacy Act, you have a right to seek access to information which D. Frame Electrical holds about you (although there are some exceptions to this). You also have the right to ask us to correct information about you which is inaccurate, incomplete or out of date. If you wish to exercise your right under the Privacy Act to seek access to the personal information that D. Frame Electrical holds about you, we ask that you contact D. Frame Electrical Contact Centre on 02 4226 6600 so we can explain how D. Frame Electrical will handle your access request. To summarise, in the first instance, we will generally provide you with a summary of the information we hold about you. We will assume (unless you tell us otherwise) that your request relates to our current records about you. These current records will include personal information about you which is included in our databases and in paper files, and which may be used by D. Frame Electrical on a day to day basis.

To provide you with access to this personal information, D. Frame Electrical would ordinarily provide you with a print-out of the relevant personal information from our databases, or with photocopies of records which are held only on paper files. Ordinarily, D. Frame Electrical will not charge you for the cost of providing this type of access to these records.

For legal and administrative reasons, D. Frame Electrical may also store records containing personal information in its archives. You may seek access to the records held by D. Frame Electrical which are not current records, but if you do so, we may charge you for the cost of providing access.



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If you are of the view that personal information about you is not accurate, complete or up to date, please provide D. Frame Electrical with your request for correction (contact details are set out in Section 7). D. Frame Electrical policy is to consider any requests for correction in a timely way.

If we refuse to provide you with access to the information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the Privacy Act.

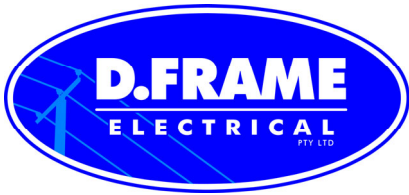
7. Is personal information stored safely?

D. Frame Electrical takes reasonable steps to ensure the security of personal information held by it from such risks as loss or unauthorised access, destruction, use, modification or disclosure. Our IT systems are password protected and we use firewalls and encryption (security measures for the Internet). We also maintain physical security over our paper files, data stores and premises, including locks and security systems. Access to personal information is restricted to authorised D. Frame Electrical personnel, who need to access those records as part of their job.

8. Non-customer information

Sometimes, D. Frame Electrical needs to collect personal information about individuals who are not customers. This will usually arise where we collect the name and business contact details of a person who is the contact in a government agency or company with whom we deal. We may also collect information about other members of a household in which a customer resides, such as whether they consent to the use of particular services in their home. D. Frame Electrical policy is to only use personal information collected from non-customers for the business purpose for which it was collected, with their consent or as otherwise permitted under the Privacy Act.

If you provide personal information to us about someone else (such as one of your employees if you are a service provider or business customer of D. Frame Electrical, a member of your household or someone with whom you have dealings), you must ensure that you are entitled to disclose that information to us and that we are entitled to collect it. You should let the person know that they can access this Privacy Policy on our website or by calling us using the contact



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details set out below. If the information you provide is sensitive information, then you will need to obtain the consent of the person to whom it relates before you provide it to us.

9. Contacting D. Frame Electrical

If you have any questions or comments about this privacy policy, or if you wish to complain about how we have handled personal information about you, please contact D. Frame Electrical by:

- a. telephone 02 4226 6600 or
- b. email info@dframeelectrical.com or
- c. letter to D. Frame Electrical, 362 Keira Street, Wollongong NSW 2500

10. Changes to this Privacy Policy

This privacy policy may change from time to time. This policy was last updated in April 2023