Privacy Policy

July 2025

Contents

About us	03
Your privacy is important to us	03
What information do we collect	03
Information we collect from you	03
Information we collect from others	03
Direct Marketing	03
Keeping your information safe	03
Accessing or updating your information	04
Making a privacy complaint	04
Contact us	04

Privacy Policy

1. About us

Locality Planning Energy Pty Ltd (LPE) provides embedded network energy services across residential and commercial properties. This policy explains how we collect, use, share, and protect your personal information.

2. Your privacy is important to us

We respect your privacy and are committed to protecting your personal information. We comply with the Privacy Act 1988 (Privacy Act) and the Australian Privacy Principles (APPs).

"Personal Information" means information that identifies you or could reasonably identify you.

We update our privacy policy as needed. The latest version is always available on our website.

3. What information do we collect?

We only collect personal information necessary for operating embedded networks and managing your account. This includes:

3.1 Information we collect from you:

- Contact details: name, phone number, email address, and mailing address
- Customer details: supply address, date of birth, concession eligibility (if applicable), payment information, Australian Business Number (ABN) (if applicable)
- Energy usage data from your embedded network metering
- Details about your property relevant to your embedded network service

3.2 Information we collect from others:

- Energy consumption and meter data from our metering providers
- Information from authorised third parties such as managing agents, strata, or service providers
- Where applicable, information provided by third parties supporting account administration (e.g. debt recovery agents)

3.3 Sensitive Information:

We only collect sensitive information (such as life support requirements) with your consent or as required by law.

4. How do we use your information?

We use your personal information to:

- Provide and manage your embedded network energy services
- Maintain your account and process payments
- Respond to your enquiries, complaints, or requests
- Communicate important service updates
- Comply with legal and regulatory obligations
- Improve customer service and operational efficiency

5. Direct marketing

We may send marketing messages related to our products and services. You can opt out at any time via:

- The unsubscribe link in our emails
- SMS opt-out instructions
- Contacting our Customer Care Team

We may still send you important service or safety-related notices even if you opt out of marketing.

6. Keeping your information safe

We use secure systems and limit access to personal data. Our staff are trained on privacy obligations. We retain information only for as long as necessary to meet legal, operational, or customer service needs.

7. Accessing or updating your information

You can:

- Ask to access your personal information
- Request corrections or updates

- Request that we notify third parties of any corrections

In some cases, we may refuse access (e.g., due to legal or commercial sensitivity), but we will explain why.

8. Making a privacy complaint

If you are concerned about how your information has been handled, contact us using the details below. We aim to resolve all concerns fairly and promptly.

You can also contact:

- Energy & Water Ombudsman Queensland (EWOQ)
  Mail: PO 3640, South Brisbane BC, QLD 4101
  Phone: 1800 662 837
  Fax: (07) 3087 9477
  Email: complaints@ewoq.com.au or info@ewoq.com.au
  Website: www.ewoq.com.au

- Energy & Water Ombudsman NSW (EWON)
  Mail: Reply Paid 86550, Sydney South NSW 1234
  Phone: 1800 246 545
  Fax: 1800 812 291
  Email: complaints@ewon.com.au
  Website: www.ewon.com.au

9. Contact us

For questions, to access or update your personal information, make a complaint, or request a printed copy of this policy, please contact our Customer Care Team by:

Calling us on 1300 443 735, or

Completing the online form at: www.localityenergy.com.au/contact-us

How to contact us

Web	localityenergy.com.au
Enquiries	1300 443 735 Monday to Friday 8:30am – 5:00pm
Postal address	PO Box 5737, Maroochydore BC QLD 4558

localityenergy.com.au