

Privacy Policy

Ozora Energy Pty Ltd (ACN 169 006 053) (“Ozora”) respects the privacy of individuals and treats your Personal Information with respect and integrity. This privacy policy (“Privacy Policy”) sets out the way in which Ozora collects and handles your Personal Information and complies with the Privacy Act 1988 (Cth).

Collection of Personal Information

By using Ozora’s website, by engaging Ozora, by providing Ozora with a quotation or by entering into an agreement with Ozora, you consent to the collection of your Personal Information in accordance with this Privacy Policy.

Ozora may collect and hold the following personal information (“Personal Information”):

- Name and position within a company;
- Australian Company Number and/or Australian Business Number;
- Residential and/or business address;
- Phone and/or facsimile number;
- Email address;
- Bank details; and
- Any additional information provided to Ozora, including order details.

Use of Personal Information

Ozora uses the Personal Information for the purpose for which it was specified or reasonably apparent at the time when the Personal Information was collected. The Personal Information may be used in respect to the following:

- providing order confirmations;
- processing of orders;
- assisting the offering of products and services by Ozora or its related entities, contractors, agents and/or employees;
- processing of job or franchise applications and the provision of relevant information in this respect;
- communicating promotional offers or special events;
- responding to feedback, complaints and enquiries; and
- using for administrative, marketing, planning, service or product development purposes.

You may advise Ozora if you do not wish to receive any promotional offers or marketing information from Ozora.

Disclosure of Personal Information

Where appropriate and required, Ozora may disclose your Personal Information:

- to other associated Ozora entities;
- to Ozora’s franchisees, suppliers, agents or contractors in connection with or for the purpose of Ozora’s business;
- to Equifax or any other collection organisation;
- where the law requires or authorises Ozora to do so; and
- to any other third party notified by you at the time of or after collecting your Personal Information.



Access to and Protection of Personal Information

Ozora will take reasonable steps to ensure that your Personal Information is accurate, up to date and complete. However, Ozora relies on you to advise of any changes or inaccuracies of your Personal Information. Please advise us if you are of the view that any of your Personal Information requires updating or correcting.

Ozora will take reasonable steps to protect your Personal Information from misuse, interference, loss and unauthorised.

No data transmission over the internet can be guaranteed to be 100% secure. As a result, while Ozora strives to protect your Personal Information, Ozora cannot ensure or warrant the security of any information you transmit to Ozora over the internet, and you do so at your own risk. Once Ozora receives your transmission, Ozora makes its best effort to try and ensure the information and Personal Information security both on Ozora's systems and while in transit between Ozora's systems and the companies that provide Ozora with the various systems.

Complaints Procedure

If you wish to make a complaint about a breach of the Privacy Policy or the Privacy Act 1988 (Cth) by Ozora, please lodge a complaint to the Ozora privacy policy co-ordinator ("Co-ordinator") at hello@ozora.com.au. The Co-ordinator will investigate your complaint and determine how it can be resolved.

Should you not be satisfied with the way your complaint was handled or determined, you may contact Ozora or, alternatively, contact the Australian Information Commissioner via www.oaic.gov.au.

