



# Alinta's Privacy Policy

## 1. Introduction

Alinta respects and protects the privacy of its customers and is bound by, and complies with, the National Privacy Principles contained in the Privacy Act 1988 and any similar state legislation applicable to Alinta's operations. This policy describes how Alinta manages its customers' personal information in accordance with that legislation.

In this policy, "personal information" and any other defined terms have the same meaning as under the National Privacy Principles and the Privacy Act 1988. References to "Alinta" are to Alinta Sales Pty Ltd.

## 2. The types of personal information that Alinta holds

To enable Alinta to operate and provide an efficient and proper service to its customers, Alinta (and its related entities and contractors) collect certain information directly from customers (usually when first connected or when customers contact Alinta with inquiries) such as their name, address, contact information and details of premises to be supplied.

Alinta also collects information relating to the supply of gas to customers' premises such as gas connection, faults and usage information and customer survey information.

This information is necessary to enable Alinta to provide and maintain its services to customers and ensure security of identification when communicating with customers.

If at any time a person other than a customer provides the personal information of a customer to Alinta then that person must ensure that that customer has read and understood this policy and separately consents to that information being used and disclosed by us.

## 3. The purposes for which Alinta holds personal information

Alinta uses customers' personal information for its normal and authorised business purposes and operations ie:

- facilitating responses to customer inquiries or complaints
- obtaining meter readings and calculating gas consumption
- sending newsletters, offers and information to customers
- processing bills and receiving payments
- conducting customer surveys
- marketing gas and other products and services
- reporting to government authorities and regulatory compliance
- debt recovery

Alinta does not sell or give to other persons or organisations lists containing the personal information of its customers.

Alinta does not otherwise disclose customers' personal information except on a confidential basis to contractors or agents it uses in the ordinary operation of its business, such as is set out below in paragraph 4.

A customer may at any time opt out of receiving any communications from Alinta (other than as required for the operation of Alinta's business, eg. regarding payment of a customer's account).

## 4. Contracting out services involving disclosure of personal information

Alinta contracts out certain services to facilitate its operations. However, where contractors in the course of their duties collect or obtain information about customers, they are required to keep such information confidential and disclose such information only to Alinta or its authorised agents for the purposes described above.



## 5. How Alinta handles requests for access to personal information

A customer may request access to details of the personal information that Alinta holds about them at any time during business hours by contacting:

Alinta Customer Contact Centre  
Locked Bag 55  
PERTH WA 6849  
Telephone: 13 13 58  
Fax: 1800 651 161  
Email: customer.services@alinta.net.au

Alinta will respond to any such request for access as soon as reasonably possible, and in any event will acknowledge receipt within 14 days of receiving the request. Wherever possible, Alinta will provide a photocopy of the customer's personal information details within 14 days of the request. Alinta may, if necessary, require the customer to set out the request in writing.

If a customer believes that personal information Alinta holds is incorrect, incomplete or inaccurate, the customer may request amendment of it. Alinta will consider if the information requires amendment. If Alinta does not agree that there are grounds for amendment, then Alinta will add a note to the personal information stating that the customer disagrees with it.

## 6. Questions and complaints

Any questions about this policy or any complaints about Alinta's treatment of a customer's privacy should be made in writing to Alinta's Privacy Officer (by mail, fax or e-mail or delivery in person) at:

Alinta Customer Contact Centre  
Locked Bag 55  
PERTH WA 6849  
Telephone: 13 13 58  
Fax: 1800 651 161  
Email: customer.services@alinta.net.au

Alinta will respond to any such question or complaint as soon as reasonably possible, and in any event will acknowledge receipt within 14 days of receiving the question or complaint.

Alinta will use all reasonable endeavours to investigate any complaints and take such action as is necessary to resolve them, having regard to the requirements of the National Privacy Principles.

## 7. What, if any, "sensitive information" Alinta collects or holds

Alinta does not collect or, except in the case referred to below, hold sensitive information about customers.

"Sensitive information" is information about eg a person's health, race, religion or criminal record.

Alinta does not collect sensitive information in the form of medical information from customers, but in certain cases customers may request Alinta to record and hold such information.

## 8. How Alinta generally collects personal information

Alinta generally collects personal information directly from its customers through:

- the operation of its telephone Customer Contact Centre
- customers' inquiries and applications for connections
- Alinta's internet website
- correspondence and messages from customers
- customers' replies to offers and competitions in publications



Alinta also collects personal information from:

- contractors providing gas installation, meter reading and payment agency services
- Department of Land Administration

Some information is held, but not collected, through inquiries by welfare agencies.

When an individual browses Alinta's website, they do so anonymously. Personal information (such as the individual's name, address, telephone number or e-mail address) is not collected as they browse. Alinta does not use "cookies" to collect statistical information on website usage.

#### **9. Personal information that Alinta shares with related entities**

Generally, all personal information held by Alinta is collected and held by Alinta Sales Pty Ltd, through the operation of its Customer Contact Centre and as described above. Some of this information may be disclosed to and held by Alinta's related entities (including but not limited to Alinta Pty Limited and Alinta Assist) for eg. when one of these entities responds to fault calls or requests for new connections or other gas installation work. This policy also applies to Alinta's related entities.

#### **10. How Alinta stores and secures personal information**

Alinta stores and takes reasonable steps, such as password protection, to secure personal information on its computerised customer data systems and in correspondence files, which are regularly archived.

Telephone calls are recorded and archived. At the start of a call, customers are informed that their call will be monitored.

Database tapes are stored in secure storage and backed up on a daily basis and kept for 7 years. Servers are also backed up on a daily basis and tapes are then kept for at least 7 years.

#### **11. Miscellaneous**

This policy represents Alinta's policy as at January 2009. Alinta may change this policy from time to time. Although Alinta intends to observe this policy at all times, it is not legally binding on Alinta in any way. From time to time Alinta may regard it as necessary or desirable to act outside the policy. Alinta may do so, subject only to any statutory rights a customer may have under the Privacy Act 1988 or other applicable legislation.