PRIVACY

Ezi Power Pty Ltd Privacy Policy

All references to ‘Ezi Power’, ‘ezipower’, ‘we’, ‘us’, and ‘our’ in this Privacy Policy refer to Ezi Power and its related entities under the Corporations Act 2001.

Ezi Power Pty Ltd is committed to complying with the Australian Privacy Principles (APPs) under the Privacy Act 1988, which governs the handling of personal information. This includes managing sensitive data such as health, biometric, or belief-related information.

You can view the full APPs at: https://www.oaic.gov.au/privacy/australian-privacy-principles/

Our commitment to you:

1. Why does Ezi Power collect personal information?

We collect personal information to:

- Identify and communicate with customers or potential customers
- Provide energy products and services (e.g. solar, battery, VPP)
- Offer relevant services, products, and promotions
- Share updates about new features, initiatives, or offers
- Assess job applications
- Respond to inquiries and operate professionally and efficiently.

Without certain personal details, we may not be able to provide specific services, respond to requests, or deliver important information.

2. What type of information does Ezi Power collect?

We may collect:

- Identity and contact details (e.g. name, address, date of birth, phone, email, social media handles)
- Financial details (e.g. bank or card information, where relevant)
- Government concession–related information (e.g. health or income data, where applicable)
- Employment-related data from job applications (e.g. resumes, qualifications and other details provided through job applications)
- Energy data (e.g. electricity consumption, solar generation, and device performance metrics)

This information may be collected through service sign-ups, direct communications (calls, emails, forms), online platforms, energy monitoring devices (including smart meters, inverters, and batteries) and recruitment platforms. Where practical, we aim to collect personal information directly from you.

3. Who do we share this information with?

Your information may be shared with:

- Energy network partners who help deliver your services
- Ezi Power's related entities
- Service providers (e.g. billing, metering, tech support)
- Professional advisors (e.g. legal, marketing, auditing)
- Credit reporting bodies (for identity or credit checks)

4. Transferring information overseas

We generally do not transfer personal data outside Australia. If international disclosure is necessary, we ensure:

- The overseas party upholds privacy standards equivalent to the APPs
- You've given consent (explicitly or implicitly)
- It is legally required or permitted

5. Direct marketing

We may use your personal information to send promotional material and service updates. You can opt out of marketing communications at any time by contacting our Privacy Officer (details below).

6. Sensitive information

We may collect sensitive information (e.g. health data for concession eligibility) with your consent, when relevant. This data is handled with extra care and only collected for specific, disclosed purposes.

Ezi Power website and cookies

Ezi Power's website uses cookies to enhance your browsing experience. A cookie is a small text file placed on your device by a web server. Cookies cannot run programs or transmit viruses—they are unique to you and can only be read by the server that issued them.

How Ezi Power uses cookies:

- **General browsing:** When visiting our website, a cookie stored on your device helps us anonymously track site navigation to improve user experience. This cookie does not identify you personally.
- **Secure login sessions:** If you sign into a personalised or secure section of our website, we use a session cookie stored temporarily in your device's memory. This ensures your session remains secure and ends when you log out or close your browser.

Access to personal information

You have the right to request access to any personal information Ezi Power holds about you, subject to certain legal restrictions. We aim to provide access in a format that suits your needs. To request access, please contact our Privacy Officer using the details at the end of this policy.

Updating your information:

If your personal details change, please notify our Privacy Officer so we can update our records. We'll take reasonable steps to correct your information as requested. If we determine no changes are required, we'll make a note of your request in our records.

Storage and destruction of personal information

Personal information collected by Ezi Power may be stored in both physical files and secure digital databases or third-party storage systems, depending on the purpose for which it was collected.

We take reasonable steps to destroy or de-identify any personal information that is no longer required for legitimate business or legal purposes, in accordance with the Australian Privacy Principles—unless we are legally obligated to retain it.

Complaint resolution

At Ezi Power, we are committed to handling your personal information with care and improving our privacy practices wherever possible. If you believe we have not managed your personal information in accordance with the Australian Privacy Principles or this Privacy Policy, please contact us so we can address your concerns.

We may ask you to submit your complaint in writing. Our Privacy Officer will oversee the complaint process—listening to your concerns, discussing potential solutions, and working with you to reach a satisfactory outcome. Where appropriate, we'll also take steps to improve our practices.

If you're not satisfied with the resolution, you may contact the Office of the Australian Information Commissioner (OAIC) for further assistance:

- Street address: Level 3, 175 Pit Street, Sydney NSW 2000
- Phone: 1300 363 992
- TTY: 133 677 followed by 1300 363 992
- Post: GPO Box 5218, Sydney NSW 2001
- Fax: +61 2 9284 9666
- Email: enquiries@oaic.gov.au
- Website: www.oaic.gov.au

Contact Details

If you wish to access or update any personal information we hold about you, or if you have a query or concern regarding this Privacy Policy, please contact us:

- Phone: 1300 665 199
- Email: admin@virtualwat.com.au