

IOE/SERVICE/2025/02

## io ENERGY PRIVACY POLICY

### PURPOSE

1. io Energy is committed to providing quality services to you and fulfilling our ongoing obligations to you in respect of how we manage your personal information.
2. We have adopted the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) (The Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure, and dispose of your personal information.

### AIM

3. This document sets out the io Energy policy regarding handling personal information that io Energy collects about customers and potential customers.
4. This policy relates to the activities of the io Energy group, including our licensed electricity retailer **io Energy (a registered business name of Radian Holdings Pty Ltd ACN 633 200 656)** and its agent **io Energy Retail Pty Ltd ACN 686 336 265**.
5. References to 'io Energy,' 'we,' 'us,' or 'our' mean **Radian Holdings Pty Ltd (trading as io Energy)** and its related bodies corporate and contractors acting on its behalf.
6. Where this policy may conflict with Law, it is Law that takes precedence.

### WHAT IS PERSONAL INFORMATION?

7. Personal Information is information or an opinion that identifies an individual, for example names, addresses, contact details, and dates of birth.
8. By using our website, or by providing any personal information to io Energy or its agents you consent to the collection, use, and disclosure of your personal information as set out in this Privacy Policy.
9. When we collect personal information we will, where appropriate and possible, explain to you why we are collecting the information and how we plan to use it.

### WHY WE COLLECT YOUR PERSONAL INFORMATION

10. We collect Personal Information for the primary purpose of providing our products and services to you, servicing and benefitting our clients, providing information to our clients, and marketing.
11. We may also use Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

**TYPES OF PERSONAL INFORMATION WE COLLECT**

12. To supply services to you we will need to collect specific pieces of Personal Information about you.

a. This information may include your:

- (1) Name
- (2) Address
- (3) Telephone numbers
- (4) Date of birth
- (5) Email addresses
- (6) Bank account details
- (7) Credit card details
- (8) Credit history
- (9) Details of your use of any iO Energy products or services

b. This information is obtained in many ways including:

- (1) Interviews
- (2) Correspondence
- (3) Telephone and facsimile
- (4) Email
- (5) Our website
- (6) Your website
- (7) Media and publications
- (8) Other publicly available sources
- (9) Cookies
- (10) Third parties

13. To enhance our services to you we may also need to collect other information about how and when you use, or are likely to use, energy.

a. This information may include:

- (1) Energy meter data
- (2) Energy appliance data
- (3) Distributed energy resource data
- (4) Business type
- (5) Business operating hours

**SENSITIVE INFORMATION**

14. Sensitive information is defined in the Privacy Act to include information or opinions about such things as an individual's racial or ethnic origin, political opinions, membership of

a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

15. It is unlikely that we will collect sensitive information from you and if we hold it sensitive information will be used by us only:

- a. for the primary purpose for which it was obtained
- b. for a secondary purpose directly related to the primary purpose
- c. with your consent, or
- d. where required or authorised by law.

### **THIRD PARTIES**

16. Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party

### **DISCLOSURE OF PERSONAL INFORMATION**

17. Personal Information may be disclosed in a number of circumstances including to:

- a. agents of iO Energy where required for the primary purpose of the information,
- b. third parties where you consent to the use or disclosure, and
- c. third parties where required or authorised by law.

### **SECURITY OF PERSONAL INFORMATION**

18. Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

19. When your Personal Information is no longer needed for the purpose for which it was obtained we will take reasonable steps to destroy or permanently de-identify your Personal Information.

20. Some Personal Information we will immediately delete on receipt. Most other Personal Information will be stored in client files kept by us for a minimum of 7 years.

### **ACCESS TO YOUR PERSONAL INFORMATION**

21. You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

22. iO Energy will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information. In order to protect your Personal Information we may require identification from you before releasing the requested information.

23. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

#### **MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION**

24. It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

#### **POLICY UPDATES**

25. This Policy may change from time to time and is available on our website.

#### **COMPLAINTS AND ENQUIRIES**

26. If you have any queries or complaints about our Privacy Policy please contact us at:

- a. Phone: 1300 313 463
- b. Mail: iO Energy, Stone & Chalk, Lot Fourteen, North Terrace, Adelaide SA 5000
- c. Email: [hello@ioenergy.com.au](mailto:hello@ioenergy.com.au)