

Privacy Policy

Energy Tec Holdings Pty Ltd (ABN 83 607 618 404). Reproduced from energytec.com.au/privacy-policy as at 24/08/2026. The website remains the current version.

Energy Tec Holdings Pty Ltd (ABN 83 607 618 404)

Energy Tec Holdings Pty Ltd (ABN 83 607 618 404) (EnergyTec) is subject to the Privacy Act (Cth) 1988 (the Act).

Following is the Privacy Policy of EnergyTec, developed pursuant to the Act, in relation to the collection, use and storage of personal information about you.

Collection of Information

To enable us to provide our services to you, we may collect personal information about you. That information may be provided by you or by some other person with your consent.

For instance, when you engage EnergyTec to enquire or provide services to you we may collect details such as:

- **Business Information:** Company name, location and ABN number.
- **Personal Identifiers:** Name, email, phone number and job title.
- Property information relating to tenants, metering infrastructure and information required for Code of Practice compliance.
- **Technical Data:** IP Address, browser type, device information, cookies (see section below) and usage data. As a general rule, however, it is not possible to identify you personally from our use of cookies.

This information will assist us in delivering our services to you.

We may also collect personal information about you if you contact us. For example through:

- Direct contact (phone, email, meetings, forms).
- Events, seminars, or networking functions.
- Third-party referrals and publicly available sources.
- Professional networking platforms (e.g., LinkedIn).
- Our website (contact forms, cookies, analytics tools). If you access our website, we may collect cookies from your computer which enables us to tell when you use the website and also to help customise your website experience.

By accessing this website, you consent to the collection of information which is provided to us for use in accordance with this policy statement.

Storage of Information

Personal information received by us is stored and kept by us for so long as that information is relevant to enable us to provide our services to you. When it is no longer required by us the information will be deleted or de-identified.

All information obtained by us is stored in a secure manner. We have adopted security measures and practices to try to ensure that all information is protected against loss, unauthorised access, misuse

modification or disclosure.

If it is necessary for us to provide information to another person in the circumstances set out below, we will ensure that everything reasonably within our power is done to prevent unauthorised use or disclosure of the information so provided.

Use of Information

Subject to what is set out below, we will only use the information obtained by use for the primary purposes for which it was obtained by us or any secondary purposes directly related to the primary purpose. The primary purpose for which information is collected includes:

- Meeting our requirements to you under a service agreement:
- To enable you and EnergyTec to acquire, allocate and reconcile utility data.
- To provide other services including advisory and maintenance services for your utility infrastructure.
- Manage client relationships and projects.
- Send updates and industry news.
- Respond to inquiries or requests.
- Comply with legal and regulatory obligations.
- Improve our services and website user experience.

The law does allow for us to also use or disclose information in the following circumstances:

- You have consented to the disclosure;
- We believe, on reasonable grounds, that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person;
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Transfer of Information overseas

We may disclose information to third party service providers, who may be located out of Australia including in the USA, the UK, India and others.

Where we do so disclose, we will use our best endeavours to ensure such parties are subject to a law, a binding scheme or contract which effectively upholds principles for fair handling of the information that are suitably similar to the Australian Privacy Principles.

Access to information

You may request access to any personal information held by us about you at any time. We will provide you with access to that information consistent with the requirements imposed upon us by the Act. You can request access by sending us an email to [service@energytec.com.au].

If for any reason set out in the Act we decline to provide you access to the information, we will provide our reasons for doing so.

We will update the information we hold about you upon receipt of such updated details from you.

Cookies

We do collect information from our website using "IP Files". When you visit our website our system records or logs your IP address, the date and time of your visit, the pages viewed and any information you download.

This information is used for our internal purposes to better customise our website and our services to you.

Complaints

If you have any complaints with respect to our privacy policy, you may email us at [service@energytec.com.au].

Changes to this Privacy Statement

We may amend this Privacy Statement as our requirements or the law changes. Any changes to this Privacy Statement will be updated and made available on our website www.energytec.com.au and www.pharosportal.com.au. Please visit our websites if you wish to obtain the current version of our Privacy Statement.