



## 1. Summary

- 1.1. Sustainable Savings and its affiliated brand Utility Shop, is concerned about your privacy and takes care when handling your Personal Information. In general Sustainable Savings will only handle Personal Information in accordance with this Privacy Policy or as otherwise notified to you, and will not disclose your Personal Information unless such disclosure is required to fulfil requests made by you or is otherwise required by law. This Privacy Policy also includes information about how you can access and correct your Personal Information, contact us with any complaints or queries, and how your Personal Information will be handled in relation to Online Services.
- 1.2. This summary is intended as a general overview only.

## 2. Introduction

- 2.1. Sustainable Savings Pty Ltd (ABN 21 604 401 103) and its Australian related bodies corporate (in this Privacy Policy referred to as "Sustainable Savings", "our", "we" or "us") is committed to the responsible collection, storage and use of your Personal Information in accordance with the Act.
- 2.2. This Privacy Policy is intended to provide a general overview of our policies in respect of the handling of your Personal Information.
- 2.3. If for any reason an alternative policy applies to the collection of your Personal Information (for example, if a product we offer necessitates different conditions) you will be notified of the applicable policy at the time that your Personal Information is collected.
- 2.4. This Privacy Policy is intended to cover most Personal Information handled by us, but is not exhaustive. Other policies may override or complement this Privacy Policy in certain circumstances. For example, when we collect personal information from you, we may advise a specific purpose for collecting that personal information, in which case we will handle your personal information in accordance with that purpose. If you have any queries about our management of your Personal Information, you are encouraged to contact us for further information using the contact information below or using the contact form on our Websites. No general exemptions under the Act apply to us, or to any of our acts or practices.

## 3. Definitions in this Privacy Policy

- 3.1. "Act" means the Privacy Act 1988 (Cth).
- 3.2. "Online Services" includes any services provided via the Internet (such as email and web pages).
- 3.3. "Personal Information" means any information or opinion about you that is reasonably capable of identifying you.
- 3.4. "Privacy Policy" means this privacy policy.
- 3.5. "Website" means any website within the [www.sustainablesavings.com.au](http://www.sustainablesavings.com.au) and [www.utilityshop.com.au](http://www.utilityshop.com.au) domains.

## 4. Collection of Personal Information

- 4.1. We will collect your Personal Information directly from you unless it is unreasonable or impracticable to do so. If circumstances require, we may collect Personal Information about you from third parties (such as your employer, representative or personal referees) or publicly available resources.
- 4.2. We will limit the Personal Information we collect to that which is necessary for our activities.
- 4.3. We may collect Personal Information from you whenever you communicate with us, including, but not limited to, when you order goods or services from us, phone us, email us, or submit information to us through our Websites or social networking pages.



- 4.4. When collecting Personal Information, we will endeavour to make you aware of the purposes for which the information is being collected by us, the organisations to which we would usually disclose your information, whether we are likely to disclose it to overseas recipients (and where practicable, the countries in which they are located), whether there are laws or court/tribunal orders which require or authorise us to collect it and any consequences for you if you fail to provide any information that is requested by us.
- 4.5. The Personal Information about you we may collect and hold depends on your dealings with us. Generally, we may collect:
  - Your name.
  - Your address.
  - Your email addresses.
  - Your telephone and fax numbers.
  - Orders you have placed.
  - Your payment history.
  - Your business details or those of the organisation you represent.
  - Emails you have sent us.
  - Emails we have sent you.
  - Notes of telephone and meeting conversations.
  - Other records of communications between us and you.
- 4.6. Generally, we collect Personal Information so that we can provide our products to you or the organisation you represent, and ensure that you have convenient access to our products and services.
- 4.7. If you fail to provide Personal Information requested by us, or if the Personal Information you supply is incorrect or incomplete, there may be a range of consequences, for example we may be unable to process or respond to your request or provide our products or services to you.
- 4.8. We do not generally collect or hold any sensitive information about you unless you provide it to us. If we do collect sensitive information (which may include race, ethnic origin, political opinions, religious or philosophical beliefs, trade union memberships or details of health or disability) from you, we will only do so with your consent and if the information is reasonably necessary for one of our functions or activities. We will assume you have consented to us collecting, using and disclosing (in accordance with this Privacy Policy) all information that you provide to us, including any sensitive information, unless you tell us otherwise at the time of collection.

## **5. Storage of Personal Information**

- 5.1. We will take reasonable steps to store your Personal Information so as to prevent unauthorised access, modification, disclosure, misuse, and loss.
- 5.2. We store your Personal Information securely, and have policies and procedures intended to ensure that your Personal Information is not misplaced or misused, and that unauthorised access to, or modification or disclosure of, your Personal Information does not occur.
- 5.3. Security measures we employ include:
  - Maintaining our computer systems at a high security patch level.
  - A policy of using strong passwords.
  - Regular monitoring and improvement of our practices and systems to ensure the effectiveness of our security policies.
- 5.4. We will take reasonable steps to destroy or permanently de-identify your Personal Information when it is no longer required (as permitted by law). However, we reserve the right to retain your Personal Information so as to act as a legal record of our relationship with



you, and as required for insurance, legal or corporate governance purposes and for the prevention of fraud. Your Personal Information may also be retained in our back-up records.

## **6. Use of Personal Information**

- 6.1. We will generally use your Personal Information to (as applicable in the circumstances):
- Maintain a coherent long-term customer relationship with you.
  - Provide you with information, products and services that you request.
  - Process your orders.
  - Contact you for the purpose of confirming your orders and any necessary follow-up related to your orders.
  - Contact you for the purpose of sending you information concerning products related to your previous orders.
  - Provide a summary of your previous orders.
  - Make available to you in the future other products and services we have not yet created.
  - Provide you with marketing and promotional material regarding our services, including newsletters or other materials.
  - To engage in other activities where required or permitted by law.
- 6.2. We will generally only access, use or disclose your Personal Information for the purpose for which we collected it, and for related purposes we consider will be within your reasonable expectations. Otherwise, we will seek your consent prior to using or disclosing your Personal Information for another purpose, unless we are required or permitted by law to do so without seeking your permission.
- 6.3. By providing us with your Personal Information, you agree that we may send you marketing or promotional material by post or by electronic means (including email and SMS). You may request not to receive such material from by contacting us via the contact information below, using the contact form on our Websites or by using the opt-out function provided for in those communications. If you do not opt-out in either of these ways you will be taken to have consented to receiving such communications from us.
- 6.4. There are no consequences of opting-out of receiving our marketing and promotional communications except that you will no longer receive them, and you may elect to re-join our marketing list at a later stage if you wish.

## **7. Disclosure of Personal Information**

- 7.1. We will generally only disclose your Personal Information for the purpose for which we collected it and for related purposes we consider would be within your reasonable expectations.
- 7.2. We may disclose your Personal Information to certain suppliers that provide services to us (for example, market research companies, data processing companies or other service providers).
- 7.3. We are not likely to disclose Personal Information to overseas recipients, except with your consent or where we are required to or authorised to do so by law

## **8. Access to and correction of Personal Information**

- 8.1. You may contact us to request access to the Personal Information about you that we hold or correct that Personal Information if you believe it is inaccurate, out-of-date, incomplete, irrelevant or misleading.
- 8.2. If it is not clear, we will ask you to verify your identity in order to safeguard privacy and security. We may refuse to allow you to access your Personal Information if we are legally required or entitled to do so. If we do so, we will provide you with written reasons for the refusal (unless it is unreasonable to do so) together with information about the options available to complain about the refusal.



- 8.3. If you lodge a request for access, we may provide you with access to your Personal Information in any of a number of ways (including, for example, supplying you with a copy of your Personal Information, or providing you with the opportunity to view your Personal Information). To the extent permitted by law, we reserve the right to provide this information in electronic form.
- 8.4. We will take reasonable steps to ensure that any Personal Information we collect is accurate, complete and current. Please notify us if your personal details change so that we may keep our records up-to-date.

## **9. Online Privacy**

This section of our Privacy Policy sets out how we handle your Personal Information in respect of Online Services provided by us.

### **9.1. Automatic server logs**

Our servers may automatically collect various details when you use our Websites, including:

- Your IP (Internet Protocol) address (generally, an identifier assigned to your computing device when it is connected to the Internet).
- The operating system, computing device hardware and Internet browser software you are currently using.
- The data you access (such as web pages or other document files or software), and the time that you access it.

We do not attempt to identify individuals using this information, and only use it for statistical analysis, system administration, and similar related purposes. This information is not disclosed to any other party.

### **9.2. Cookies**

Our Websites use "cookies", which identify your computing device to our servers when you visit our Websites. Our Websites may store cookies on your computing device in order to improve and customise your future visits. By using cookies, our Websites can provide customised content to you. If you do not want information collected through the use of cookies, you may be able to configure your Internet browser to disable cookies.

We may also use cookies that enable collection of data which is linked to your account and may be considered Personal Information. We will handle any such Personal Information in the same manner as other Personal Information in accordance with this Privacy Policy.

### **9.3. Emails and messages**

We may collect Personal Information from you (such as your name and email address, business details and any other Personal Information you volunteer) if you send us an email. We will use this to contact you to respond to your message, to send you information that you request and other related purposes we consider are within your reasonable expectations (such as to subsequently set up products or services for you). We will not use or disclose any such Personal Information for any other purpose without your consent.

### **9.4. Transmission of Personal Information**

If you provide any Personal Information to us via our Online Services (including email) or if we provide such information to you by such means, the privacy, security and integrity of this information cannot be guaranteed during its transmission unless we have indicated to you beforehand that a particular transaction or transmission of information will be protected (for example, by encryption).



## 9.5. Other Online Services

If any of our Online Services (including any emails we send to you) contain links to other Online Services that are not maintained by us, or if other services link to our Online Services, we are not responsible for the privacy practices of the organisations that operate those other services, and by providing such links we do not endorse or approve the other services. This Privacy Policy applies only in respect of our Online Services.

## 10. Complaints

- 10.1. If you have a concern or complaint about the way in which we handle your Personal Information or you believe that a breach of your privacy has occurred, please contact us using the contact information below.
- 10.2. Your complaint will be considered and dealt with by our nominated representative, who may escalate the complaint internally within our organisation if the matter is serious or if necessary to resolve it.
- 10.3. Please allow us a reasonable time to respond to your complaint. If you are not satisfied with our resolution, you may make complaint to the Office of the Australian Information Commissioner ("OAIC") whose contact details can be found at: <http://www.oaic.gov.au/>.

## 11. Changes to this Policy

- 11.1. We reserve the right to amend this Privacy Policy at any time. You may obtain a copy of the current version of the Privacy Policy by emailing [privacy@sustainable savings.com.au](mailto:privacy@sustainable savings.com.au) or [contact@utilityshop.com.au](mailto:contact@utilityshop.com.au).
- 11.2. This Privacy Policy was last updated in June 2022.

## 12. More Information

- 12.1. Please contact us at the email address [privacy@sustainable savings.com.au](mailto:privacy@sustainable savings.com.au) or [contact@utilityshop.com.au](mailto:contact@utilityshop.com.au) or by the other contact methods listed on our Websites, if you require further information about the ways we manage your Personal Information.



## Other Languages

For an interpreter service for languages other than English please call: 13 14 50

**Arabic:** إذا كنت بحاجة إلى مترجم إتصل بالرقم: 13 14 50

**Chinese:** 如果您需要翻譯, 請致電 : 13 14 50

**Croatian:** Ako trebate tumača, nazovite: 13 14 50

**Greek:** Αν χρειάζεστε διερμηνέα, τηλεφωνήστε: 13 14 50

**Italian:** Se hai bisogno di un interprete, chiamate: 13 14 50

**Persian:** اگر شما لازم است, فراهوان 131 450

**Polish:** Jeżeli potrzebujesz tłumacza, zadzwoń: 13 14 50

**Portuguese:** Se você precisar de um intérprete, ligue para: 13 14 50

**Serbian:** Ако треба тумача, назовите: 13 14 50

**Spanish:** Si usted necesita un intérprete, llame al: 13 14 50

**Turkish:** Eğer bir tercümana ihtiyacınız Arama: 13 14 50

**Vietnamese:** Nếu bạn cần một thông dịch viên, xin gọi: 13 14 50

If you have a hearing or speech impairment, please call via the National Relay Service: Dial 133 677 from your TTY phone.