



## **1. Summary**

1.1. Sustainable Savings and its affiliated brand Utility Shop, is concerned about your privacy and takes care when gathering, storing, using, and disclosing your Personal Information. Sustainable Savings will not disclose your Personal Information unless such disclosure is required to fulfil requests made by you, or is otherwise required by law. This summary is intended as a general overview only.

## **2. Introduction**

2.1. Sustainable Savings Pty Ltd ABN 21 604 401 103 (in this Agreement 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 Commonwealth of Australia Privacy Act 1988 ("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 information is collected.

2.4. This Policy is intended to cover most Personal Information handled by us, but is not exhaustive. If you have any queries about our management of your Personal Information, you are encouraged to contact us for further information. No general exemptions under the Act apply to us, or to any of our acts or practices.

## **3. Definitions in this agreement**

3.1. "Act" means the Commonwealth of Australia Privacy Act 1988.

3.2. "Mailing List" refers to any mailing list maintained by us through which messages are transmitted to you by various means, including, but not limited to, email, fax, the postal service and/or SMS.

3.3. "Online Services" includes any services provided via the internet (such as email and web pages).

3.4. "Personal Information" means any information or opinion about you that is capable of identifying you.

3.5. "Privacy Policy" means this privacy policy.

3.6. "Web Site" means any website within the [www.sustainablesavings.com.au](http://www.sustainablesavings.com.au) and [utilityshop.com.au](http://utilityshop.com.au) domains.

## **4. Collection of Personal Information**

4.1. We will collect your Personal Information directly from you whenever possible.

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 phone us, fax us, email us, or submit information to us through our Web Site or social networking website 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, and any consequences for you if you fail to provide any information that is requested by us.

## **5. Transmission of Personal Information**



5.1. 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).

## **6. Personal Information Stored**

6.1. The Personal Information about you we may collect and hold includes, but is not limited to:

- 6.1.1. Your name.
- 6.1.2. Your address.
- 6.1.3. Your email addresses.
- 6.1.4. Your telephone and fax numbers.
- 6.1.5. Orders you have placed.
- 6.1.6. Your payment history.
- 6.1.7. Emails you have sent us.
- 6.1.8. Emails we have sent.
- 6.1.9. Notes of telephone and meeting conversations.
- 6.1.10. Other records of communications between us and you.

6.2. We do not hold any sensitive information about you unless you provide it to us.

## **7. Storage of Personal Information**

7.1. We will take reasonable steps to store your Personal Information so as to prevent unauthorised access, modification, disclosure, misuse, and loss.

7.2. 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.

7.3. Security measures we employ include:

- 7.3.1. Maintaining our computer systems at a high security patch level.
- 7.3.2. Use of non-guessable passwords.
- 7.3.3. Regular monitoring and improvement of our practices and systems to ensure the effectiveness of our security policies.

7.4. Sustainable Savings may choose to destroy your Personal Information when it is no longer required (and as permitted by law). However, Sustainable Savings reserves the right to store your Personal Information indefinitely so as to act as a permanent legal record of its relationship to you.

## **8. Use of Personal Information**

8.1. We will use your Personal Information to:

- 8.1.1. Maintain a coherent long-term customer relationship with you.
- 8.1.2. Provide you with information that you request.
- 8.1.3. Process your orders.
- 8.1.4. Contact you for the purpose of confirming your orders and any necessary follow-up related to your orders.
- 8.1.5. Contact you for the purpose of sending you information concerning products related to your previous orders.



8.1.6. Provide a summary of your previous orders.

8.1.7. Make available to you in the future other products and services we have not yet created.

8.2. 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.

## **9. Access to Personal Information**

9.1. You may contact us to request access to the Personal Information about you that we hold. If it is not clear, we will ask you to verify your identity in order to protect your privacy and security. We may refuse to allow you to access your Personal Information if we are legally required or entitled to do so.

9.2. 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, Sustainable Savings reserves the right to provide this information in electronic form.

9.3. If you establish that any Personal Information we hold about you is not accurate, complete and current, we will amend our records accordingly. Please notify us if your personal details change so that we may keep our records up-to-date.

## **10. Changes to this Policy**

10.1. 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@sustainablesavings.com.au](mailto:privacy@sustainablesavings.com.au) or [contact@utilitysavings.com.au](mailto:contact@utilitysavings.com.au).

10.2. This Privacy Policy was last updated in January 2021.

## **11. More Information**

11.1. If you believe that a breach of your privacy has occurred, please contact us to discuss your concerns.

11.2. Please contact us if you require further information about the ways we manage your Personal Information.

11.3. You may email us at [privacy@sustainablesavings.com.au](mailto:privacy@sustainablesavings.com.au), [contact@utilitysavings.com.au](mailto:contact@utilitysavings.com.au) or other contact methods listed on our websites.