

PRIVACY POLICY – KES

This Privacy Policy applies to all personal information collected by K.A.W Electrical & Solar ('KES') via the website www.kawelectricalandsolar.com.au ('Website') and in any dealings with KES including but not limited to meetings, phone conversations and email correspondence.

1. WHAT IS "PERSONAL INFORMATION"?

- 1.1. The *Privacy Act* 1988 (Cth) ("Act") currently defines "Personal Information" as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable: (i) whether the information or opinion is true or not; and (ii) whether the information or opinion is recorded in a material form or not.
- 1.2. If information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as Personal Information and will not be subject to this Privacy Policy.
- 1.3. Throughout this Privacy Policy, "you" or "your" refers to the individual visiting the Website, purchasing the goods or using the services.
- 1.4. Throughout this Privacy policy "we" or "us" refers to KES.

2. KINDS OF INFORMATION WE COLLECT AND HOLD

- 2.1 The Personal Information which we collect and hold about you may include: (i) full name, (ii) residential address, (iii) date of birth, (iv) email address, (v) other confidential information.
- 2.2 We do not collect any financial information including credit or debit card details. KES may use an external third-party platform such as PayPal or Pylon, to process online payments. PayPal and Pylon may collect your financial information including credit or debit card details as well as personal information such as name and contact details and information about your stored payment methods (e.g. payment card number, CVC code and expiration date).

Details of PayPal privacy policy and information regarding the collection of financial and personal information can be found here https://www.paypal.com/au/webapps/mpp/ua/privacy-full?locale.x=en_AU_

Details of Pylon privacy policy and information regarding the collection of financial and personal information can be found here [Privacy - Pylon Solar Design & CRM \(getpylon.com\)](http://Privacy - Pylon Solar Design & CRM (getpylon.com)).

If you have any queries in relation to the collection of financial or personal information, please contact us, PayPal or Pylon directly.

- 2.3 Email addresses may be used for marketing purposes, which you have the ability to opt out of at any time.
- 2.4 Sensitive information is defined in the *Privacy Act* to include information or opinion 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. We do not seek to collect or hold any sensitive information.

3. HOW WE COLLECT AND HOLD YOUR PERSONAL INFORMATION

- 3.1 Personal Information is obtained in many ways directly from You including by contact forms, interviews, correspondence, by telephone, by email, via our Website, from media and publications, from other publicly available sources, from cookies and from third parties.
- 3.2 Where reasonable and practicable to do so, we will collect your Personal Information from you only. 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.

- 3.3 Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.
- 3.4 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.
- 3.5 Some Personal Information collected may be stored in client files which will be kept by KES for a minimum of 7 years.
- 3.6 We also collect cookies from your computer which enable us to tell when you use the Website and also to help customise your Website experience.

4. PURPOSE OF COLLECTING, HOLDING AND DISCLOSING

- 4.1 We collect and hold your Personal Information for the primary purpose of providing our services to You, providing information to our clients and for marketing purposes. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.
- 4.2 In the event that we were to receive any sensitive information, as defined in the Act, it will be used by us only: (i) for the primary purpose for which it was obtained; (ii) for a secondary purpose that is directly related to the primary purpose; (iii) with your consent; or (iv) where required or authorised by law.
- 4.3 Your Personal Information may be disclosed in a number of circumstances including the following: (i) third parties where you consent to the use or disclosure; (ii) where required or authorised by law; and (iii) as referred to in clause 4.2 for the purposes of delivering our service.
- 4.4 We customarily disclose Personal Information only to our service providers who assist us in operating the Website. Your personal information may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties.

5. ACCESS AND CORRECTION

- 5.1 Australian Privacy Principles permits you to obtain access to your Personal Information in certain circumstances and allows you to correct inaccurate Personal Information subject to certain exceptions. If you would like to obtain such access, please contact us by email as set out below.
- 5.2 We will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.
- 5.3 In order to protect your Personal Information we may require identification from you before releasing the requested information.

6. MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

- 6.1 It is 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.
- 6.2 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.
- 6.3 We may decline your request to access or correct your personal information in certain circumstances in accordance with the Australian Privacy Principles. If we do refuse your request, we will provide you with a reason for our decision and,

in the case of a request for correction, we will include a statement with your personal information about the requested correction.

7. COMPLAINT PROCEDURE

- 7.1 If you have a complaint concerning the manner in which we maintain the privacy of your Personal Information, please contact us by email as set out below.
- 7.2 In most cases, we will investigate and respond to a complaint within 30 days of receipt of the complaint. If the matter is more complex or our investigation may take longer, you will be informed.
- 7.3 If you are not satisfied with our response to your complaint, or you consider that KES may have breached the Australian Privacy Principles or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992 or by using the contact details on the website www.oaic.gov.au.

8. LIKELY OVERSEAS DISCLOSURE

- 8.1 Your Personal Information will not be disclosed to recipients outside Australia unless you expressly request us to do so. If you request us to transfer your Personal Information to an overseas recipient, the overseas recipient will not be required to comply with the Australian Privacy Principles and we will not be liable for any mishandling of your information in such circumstances.

9. POLICY UPDATES

- 9.1 This Policy may change from time to time and remains available on the Website. You are responsible for ensuring you are familiar with the most current version of this Policy.

10. HOW CAN YOU CONTACT KES

- 10.1 The contact details for KES are:

KES privacy officer: [Kirk Wojniesz]

[P.O Box 287, 95 High st, Maldon 3463]

[kirk@kawelectricalandsolar.com.au]

[0476479835]

This Privacy Policy was last updated on 4 May 2023.