

## Creative Analytics Privacy Policy

Creative Analytics Pty Ltd ("Creative Analytics") complies with the National Privacy Principles which can be found at [http://www2.austlii.edu.au/privacy/Privacy\\_Act\\_1988/index-Schedule-3.html](http://www2.austlii.edu.au/privacy/Privacy_Act_1988/index-Schedule-3.html). In relation to each principle Creative Analytics complies as follows:

### 1. Collection

#### 1.1 Creative Analytics collects information from you:

- (a) to enable you to purchase goods and services from Creative Analytics;
- (b) to enable Creative Analytics and its providers to deliver those goods and services to you;
- (c) to market further goods and services to you and others; and
- (d) to provide you with a better NemSight® experience.

#### 1.2 Creative Analytics collects information from you when you use NemSight®. That information includes, without limitation:

- (a) information that you enter when prompted to do so;
- (b) information about your device including, without limitation, your GPS location, browser details and IP address; and
- (c) information about how you used NemSight® including, without limitation, when, how and where you used it.

#### 1.3 In relation to that information:

- (a) The entity which collects that information is Creative Analytics and its providers. They may be contacted by:
  - (i) post: Level 13, 77 Pacific Highway, North Sydney, NSW 2060, Australia
  - (ii) telephone: +61 2 8916 2200
  - (iii) email address: [support@energyone.com](mailto:support@energyone.com)
  - (iv) website: <https://energyone.com>
- (b) You can gain access to that information by sending an email to [support@energyone.com](mailto:support@energyone.com)
- (c) That information is collected for the reasons set out above in paragraph 1.1.
- (d) That information is not disclosed to any party other than Creative Analytics' partners and is used solely for the purposes set out in paragraph 1.1 above.
- (e) There is no law that requires collection of that information.
- (f) If you do not provide that information then Creative Analytics is unable to sell any products to you or permit you to use NemSight®.

#### 1.4 The information is only collected from you and your device.

### 2. Use and disclosure

#### 2.1 The information collected is not used for any purpose other than the primary purpose of collection.

#### 2.2 The information you supply may be publicized to other employees at your company.

### 3. Data Quality

#### 3.1 Creative Analytics shall promptly update any information that it collects about you to ensure that it is accurate, complete and up to date.

#### 4. Data security

- 4.1 **Creative Analytics** shall protect the information that it collects from misuse, loss and unauthorised access, modification and disclosure.
- 4.2 **Creative Analytics** shall destroy or permanently de-identify information if it is no longer needed for any purpose for which the information may be used or disclosed.

#### 5. Openness

- 5.1 This Privacy Policy can be found at <http://www.analytics.com.au/PrivacyPolicy.pdf> and is available upon request to [support@energyone.com](mailto:support@energyone.com).
- 5.2 The information collected is held in the device systems and books and records of **Creative Analytics**.

#### 6. Access and correction

- 6.1 Subject to the limitations set out in National Privacy Principle 6, you can obtain access to the information as set out in paragraph **1.3(b)** above.
- 6.2 If providing that information would reveal information generated in connection with a commercially sensitive decision making process then an explanation for that decision may be provided.
- 6.3 If the information is not provided by reason of the application of exemptions set out in National Privacy Principle 6 intermediaries will be considered.
- 6.4 There is no fee for providing access to the information.
- 6.5 If the information is not accurate, complete and up to date, **Creative Analytics** shall promptly update any information that it collects about you to ensure that it is accurate, complete and up to date
- 6.6 If there is a disagreement about whether or not the information is accurate, complete and up to date and **You** ask for a statement to be associated with that information **Creative Analytics** shall do so.
- 6.7 If **Creative Analytics** denies access or refuses to correct information it will provide reasons.

#### 7. Identifiers

- 7.1 **Creative Analytics** shall not use as an identifier (save for your ABN) any identifier which has been assigned by an agency, an agent of an agency acting in its capacity as agent, or a contracted service provider for a Commonwealth contract acting in its capacity as contracted service provider for that contract.
- 7.2 **Creative Analytics** shall not use or disclose an identifier assigned to an individual by an agency, or by an agent or contracted service provider mentioned in subclause 7.1, unless the provisions in National Privacy Principle 7 are satisfied.

#### 8. Anonymity

- 8.1 Where lawful and practicable, **Creative Analytics** shall provide you with the option of not identifying yourself when entering into a transaction.

#### 9. Transborder data flows

- 9.1 No information collected from you shall be transferred to a foreign country other than in accordance with the provisions set out in National Privacy Principle 9.

#### 10. Sensitive Information

- 10.1 **Creative Analytics** shall not collect sensitive information from you unless you have consented to such collection or the requirements set out in National Privacy Principle 10 are satisfied.
- 10.2 **Creative Analytics** shall not collect health information from you unless you have consented to such collection or the requirements set out in National Privacy Principle 10 are satisfied.