



PRIVACY POLICY

The Clean Energy Finance Corporation ("CEFC", "we", "our" or "us") has been established by the Australian Government as an independent authority with the principal purpose to facilitate increased flows of finance into the clean energy sector.

We respect the privacy of the personal information you may provide to us. The way we manage your personal information is governed by the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**) established under the Privacy Act.

For the purposes of this Privacy Policy, "personal information" has the meaning given to it in the Privacy Act, being information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not, and whether the information or opinion is recorded in a material form or not.

This Privacy Policy explains how we manage the personal information we hold about you. Please note that this Privacy Policy is to be read subject to any overriding provisions of law or contract.

COLLECTING PERSONAL INFORMATION

WHAT KINDS OF PERSONAL INFORMATION DO WE COLLECT?

The types of personal information we may collect include, but are not limited to:

- your name (current and any former) and date of birth;
- your personal and business contact details (including your address, landline or mobile telephone numbers, fax number and e-mail address);
- your employment details (including your company name, job title and business sector);
- banking, tax and superannuation fund details (including your tax file number and ABN if applicable);
- personal information provided when you commence a business relationship with us;
- personal information provided when you seek employment with us or after you commence employment with us (including your photograph);
- personal information obtained from background screening providers (including credit checks) before you commence employment or enter into a business relationship with us;
- contact and identification details of any third party that you have authorised to negotiate or provide your personal information on your behalf (including any attorneys appointed by you under a power of attorney);
- your "Twitter" or other social media identity and posts;
- any correspondence between you and us; and
- any other personal information provided to us when you make an inquiry, request information (including our information packs and information about our related products and services), respond to marketing or lodge a complaint.

We may also collect sensitive personal information, such as:

- if you are a CEFC employee, details of any allergies or dietary requirements you have or other medical conditions which you consider important for us to be aware of; and
- criminal record information obtained through our screening processes before you commence, or during the course of, your business or employment relationship with us.

We recommend that you do not provide sensitive personal information to us unless specifically requested by us. The privacy laws impose greater obligations on us regarding any collection, use or disclosure of your sensitive personal information. We will only collect your sensitive personal information if:

- you have expressly consented to us doing so;
- the information is reasonably necessary for, or directly related to our business activities or functions;
- we are required or authorised to do so by law; or
- a permitted health or general situation exists.

HOW DO WE COLLECT PERSONAL INFORMATION?

Where possible, we will always try to collect personal information directly from you, for example when you:

- request information or contact us through our website or by telephone;
- correspond with us in writing (such as letters and emails);
- provide your business card or other documents to us (such as contracts, public records or identification information for the purposes of confirming your identity or conducting "know your customer" checks under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth); or
- meet with us in person.

We may also obtain your personal information from third parties we deal with, such as:

- government and law enforcement agencies;
- our professional advisers;
- our contracted service providers; and
- any other organisation with whom we do business.

Where we collect personal information from third parties you refer to us, we will assume and you will ensure that you have made that third party aware of the referral and the purposes of collection, use and disclosure of the relevant personal information.

Where we receive unsolicited personal information about you, we will determine within a reasonable period whether we may retain it or are required to destroy or de-identify it and take the appropriate action.

DEALING WITH US ANONYMOUSLY

In general, you can visit our website without telling us who you are or revealing any personal information about yourself. Our web servers collect the domain names, not the e-mail addresses, of visitors. However, there are parts of our website where we may need to collect personal information from you for a specific purpose, such as to provide you with certain information or publications you request. We do this through the use of online forms, emails, or other communication methods (i.e. over the telephone, by fax or by mail).

WHY DO WE COLLECT, HOLD, USE AND DISCLOSE YOUR PERSONAL INFORMATION?

We collect, use and disclose your personal information to enable us to provide the services, products and information you request, and to perform our functions and activities. In particular, we may collect, use and disclose your personal information for the purposes of:

- responding to your requests or inquires and providing you with any publications, information or other services requested by you;
- assessing your application for employment;
- enabling you to register to gain access to the CEFC's web tools and publications;
- your employment relationship with us;
- your business or other relationship with us;
- communicating with you during the course of your business or other relationship with us, including payment of invoices and/or loan repayments;
- account management and administering records of our subscription services;
- promotion of the CEFC and its programmes, including carrying out direct marketing (e.g. about our products and services and those offered jointly or on behalf of other organisations) and market research campaigns (e.g. on the effectiveness of our programmes). In certain cases we may aggregate your personal information (so that no individuals are identified) for marketing and strategic purposes;
- where necessary, updating and maintaining our records;
- making our website easier for you to use and providing you with access to all parts of our website;
- notifying you about important changes or developments to our functions, activities, services or our website;
- administering, supporting, improving and developing our business and services;
- any other purpose which relates to or arises out of requests made by you;
- if you lodge a complaint with us, processing and responding to your complaint;
- doing anything which you authorise or consent to us doing; or
- taking any action we are required or authorised by law to take.

Except with your permission, the CEFC will not sell, trade or rent personal information we hold about you to unaffiliated third parties.

DISCLOSING YOUR PERSONAL INFORMATION

WHO WE MAY DISCLOSE YOUR PERSONAL INFORMATION TO WE MAY DISCLOSE YOUR PERSONAL INFORMATION TO:

- our employees;
- Australian Government bodies;
- our business partners and service providers (such as the CEFC's lead contractors who provide website, IT, marketing, administration and other services to support the CEFC);
- suppliers we engage for data processing and other administrative and support functions;
- our professional advisers (for example, our insurers, auditors, lawyers and consultants);
- third parties we engage to carry out promotions or other activities you have requested, or for direct marketing purposes (unless you have opted-out of direct marketing communications);
- any entity to whom we are required or authorised by law to disclose your personal information (for example, law enforcement agencies and government and regulatory authorities such as AUSTRAC);
- any successors in title to our business (including new business partners or owners if the CEFC enters into a joint venture with or is sold to or merged with another entity); and
- with your consent (express or implied)- other entities.

The above entities may in turn disclose your personal information to other entities as described in their respective privacy policies or notices.

DEALING WITH THE CEFC ONLINE

This Privacy Policy applies to your use of our website (www.cefc.com.au) and any personal information that you may provide to us via our website. We believe it is important for you to know how we treat this personal information and how we carry out data processing practices through the use of the Internet and any other electronic communications networks.

When you visit our website, we and/or our contractors may collect certain information about your visit. Examples of such information may include:

- **Cookies** - Cookies are small amounts of information which we may store on your computer (after you register on our website) to enable our server to collect certain information from your web browser. Cookies in themselves do not identify the individual user, just the computer used. Cookies and other similar technology make it easier for you to log on to and use the website during future visits (e.g. they may maintain a shopping basket for your publication orders and event bookings). It also allows us to monitor website traffic, to identify you when you visit this website, to personalise the content of the website for you and to enable you to both carry out transactions and have access to information about your account. Cookies themselves only record which areas of the site have been visited by the computer in question, and for how long. Allowing us to create a cookie does not give us access to the rest of your computer and we will not use cookies to track your online activity once you leave our site. Cookies are read only by the server that placed them, and are unable to execute any code or virus; and
- **Site visit information** - we collect general information about your visit to the CEFC website. The information we collect is not used to personally identify you, but instead may include your server address, the date and time of your visit, the pages you accessed and

the type of internet browser you use. This information is aggregated and used for the purposes of system administration, to prepare statistics on the use of our website and to improve its content.

Our website may contain links to other websites which are outside our control and are not covered by this Privacy Policy. We do not endorse, approve or recommend the services or products provided on other websites. If you access other websites using the links provided, the operators of these websites may collect information from you which will be used by them in accordance with their privacy policy which may differ from ours.

SOCIAL MEDIA

We compile and categorise a list of our followers on the social networking service Twitter. We also receive reports on what our followers have posted on Twitter.

In addition to the above, we also receive aggregate, non-personalised statistics on CEFC coverage in social media.

DATA STORAGE, RETENTION, SECURITY AND LOCATION OF YOUR PERSONAL INFORMATION

We will (and will require our third party suppliers) take reasonable steps to protect your personal information from loss, misuse, unauthorised access, modification or disclosure. We may store your personal information in different forms, including in hardcopy and electronic form. We have implemented policies, procedures and systems to keep your personal information secure.

When your personal information is no longer required by law to be retained by us, we may take reasonable steps to destroy, delete or de-identify your personal information in a secure manner. However, we may sometimes be required by law to retain certain information, for example, under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth) or the *Archives Act 1983* (Cth).

OVERSEAS DISCLOSURE OF PERSONAL INFORMATION

From time to time, the CEFC may engage service providers located overseas to perform certain of our functions and activities. In the course of providing services to the CEFC, we may need to disclose your personal information to these service providers. If overseas service providers are engaged and personal information is sent overseas, we will take reasonable steps to ensure that our service providers are carefully chosen and have policies, procedures and systems in place to ensure your personal information is otherwise handled in accordance with the Privacy Act.

ACCESS AND CORRECTION

To effectively conduct business with you, it is important that the personal information we hold about you is complete, accurate and current. At any time while we hold your personal information, we may ask you to tell us of changes to your personal information. Alternatively, if you believe that any of the personal information we hold about you is inaccurate, out-of-date, incomplete, irrelevant or misleading and needs to be corrected or updated, please contact us using our details provided below. We will respond to a request to correct your personal information within 30 calendar days. If we refuse to correct your personal information, you may request that we associate with the information a statement that the information is inaccurate, out-of-date, incomplete, irrelevant or misleading.

You may also request access to the personal information we hold about you by contacting us using our details provided below. We will respond to a request for access within 30 calendar days, either by giving you access to the personal information requested, or by notifying you of our refusal to give

access. If we cannot respond to you within 30 calendar days, we will contact you and provide a reason for the delay and an expected timeframe for finalising your request.

We will not charge you an application fee for making a request to access the personal information we hold about you or for making any corrections to your personal information. We may request to verify your identity before responding to any request.

If we decide not to provide you with access to or correct your personal information, we will give you reasons for our decision.

An alternative mechanism for requesting access to, or correction of, personal information we hold about you is to lodge a formal application under the *Freedom of Information Act 1982*. For more information on how to lodge an FOI application with the CEFC please visit our website www.cefc.com.au.

LODGING A COMPLAINT

If you have a complaint or otherwise wish to contact us regarding our handling of your personal information, please contact:

- **by post at:** Clean Energy Finance Corporation, Suite 1702, 1 Bligh Street, Sydney NSW 2000
- **by email:** through the Contact Us page on our website www.cefc.com.au
- **by phone:** 1300 002 332

We welcome your questions and any suggestions you may have about our Privacy Policy.

Please note that we will ask you to lodge any formal complaint in writing.

We will acknowledge receipt of your complaint as soon as possible after receiving your complaint in writing. We will then investigate the circumstances of your complaint and provide you with a response within a reasonable timeframe.

If you are not satisfied with how your complaint is handled by us, then you may lodge a formal complaint with the Office of the Australian Information Commissioner at:

- **Telephone:** 1300 363 992 (if calling from outside Australia including Norfolk Island please call: +61 2 9284 9749)
- **National Relay Service:**
 - TTY users phone 133 677 then ask for 1300 363 992
 - Speak and Listen users phone 1300 555 727 then ask for 1300 363 992
 - Internet relay users connect to the National Relay Service then ask for 1300 363 992
- **Post:** Office of the Australian Information Commissioner, GPO Box 5218, SYDNEY NSW 2001
- **Fax:** +61 2 9284 9666
- **Email:** enquiries@oaic.gov.au
- **Website:** <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>

CONTACTING US

If you wish to contact us regarding our handling of your personal information or any of the matters covered in this Privacy Policy, please contact the General Counsel and Company Secretary:

CHANGES TO THIS POLICY

The CEFC reserves the right to revise or supplement this Privacy Policy from time to time. Any updated version of this Privacy Policy will be posted on our website www.cefc.com.au and will be effective from the date of posting. You should bookmark and periodically review this page to ensure that you are familiar with the most current version of this Privacy Policy and so you are aware of the way we handle your personal information.

This Privacy Policy was last updated in June 2019.

LOW CARBON AUSTRALIA LIMITED

This Privacy Policy also applies to personal information previously disclosed to Low Carbon Australia Limited (**LCAL**) (ABN 61 141 478 748) and which is now held by CEFC. LCAL was an independent company established by the Australian Government whose activities were transferred to the CEFC.

YOUR CONSENT

By continuing to use our website, by providing us with personal information or by holding an account with us, you consent to us managing your personal information in the way described in this Privacy Policy.

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