



## GENTRACK PTY LTD - COLLECTION NOTICE

This Collection Notice applies to Gentrack Pty Ltd ACN 003 738 449 (which, for the purpose of this Privacy Policy, includes any of its Related Bodies Corporate, as that term is defined in the *Corporations Act 2001 (Cth)*) (together and separately, **Gentrack, we, us, our**) when we collect personal information about you.

The website [www.gentrack.com](http://www.gentrack.com) (**Website**) and our social media platforms are owned and operated by Gentrack UK Ltd. For the purpose of this Collection Notice, a reference to **Gentrack, we, us** or **our** also refers to Gentrack UK Ltd in relation to personal information collected via the Website and our social media platforms.

By providing your personal information to us, you consent to the collection, use, storage and disclosure of that information as described in our Australian Privacy Policy available on our [website at Gentrack.com](http://www.gentrack.com) and this Collection Notice.

### 1 How we collect personal information

Gentrack provides billing and data hosting solutions for utility companies that are our corporate customers (**Gentrack Customers**).

Unless it is unreasonable or impracticable to do so, we collect your personal information from you directly. In many cases however, we will collect information about you from a third party such as Gentrack Customers, or from other third parties.

When you become a customer of a Gentrack Customer, the Gentrack Customer may disclose or provide us with access to your personal information so that we can provide billing and data hosting support to the Gentrack Customer.

Gentrack may also collect personal information about you when you:

- make an enquiry with us by phone, email, social media or via our Website;
- visit our Website;
- interact with our social media platforms;
- invest, or make an enquiry about investing, with Gentrack Group Limited;
- subscribe to receive newsletters or information from us;
- supply goods or services to us;
- enter into an agreement with us; or
- apply as a candidate for a position of employment with us,

or otherwise interact with us in your capacity as a Customer, supplier or contractor of Gentrack.

### 2 Purpose of Collection

When we collect personal information from a Gentrack Customer, we collect and store this personal information on behalf of the Gentrack Customer, solely to assist our Customer in providing you with products and services. We do not use this personal information for our own purposes.



In relation to personal information that we collect other than from Customers, we collect that personal information primarily to:

- provide you with the goods, services and information that you request from us or from Gentrack Customers;
- provide you with information about our products and services; and
- suggest products or services to you.

If it is reasonable to expect that we would use or disclose your personal information (that is not collected from a Gentrack Customer) for purposes which are related to the primary purposes, we may also use or disclose that personal information to:

- develop and improve our customer service;
- promote, advertise and market any of our products, services and events;
- inform you of products and services that can be purchased from us;
- inform you of developments at Gentrack and other services that we can provide;
- comply with our legal obligations (including to comply with any law or any lawful request of a law enforcement agency or government authority), resolve any disputes that we may have with any of our customers and enforce our agreements with third parties such as suppliers; and
- assist you with enquiries or complaints,

and for purposes otherwise set out in our Privacy Policy.

If you do not provide the necessary personal information Gentrack may not be able to provide you with certain goods, services or information that you have requested from us. If you are a customer of a Gentrack Customer, that Gentrack Customer may not be able to provide you with their products and services.

### ***Direct Marketing***

Except when we have collected your information from a Customer, we may use your personal information for direct marketing purposes. Where possible, we will provide you with a choice to opt-out of any of our marketing communications. We will respect your request to decline to receive these marketing communications.

### **3 Sharing of your personal information**

We may disclose your personal information to third parties including to our related bodies corporate (and other entities within the Gentrack group of companies), agents, external advisers and our external service providers and contractors, government agencies, regulatory and dispute resolution bodies and other third parties described in our Privacy Policy.

We may disclose your personal information to these third parties so that they can assist us with providing the best possible service to you.

If you are a customer of a Gentrack Customer, we will disclose your personal information to the relevant Gentrack Customer (your service provider).

Gentrack is part of a global group of companies. We may disclose your personal information to entities with the Gentrack group or to other service providers that are located in New



Zealand, Singapore, the United Kingdom, the European Economic Area (EEA), Switzerland, Israel and India. We are otherwise not likely to disclose information to overseas recipients unless it is with your consent, or the disclosure is required or authorised by law.

By providing your personal information to us, you consent to us providing your personal information to overseas recipients described above for the purposes set out in this Privacy Policy and you accept that Gentrack will not take reasonable steps to ensure those recipients comply with the Australian Privacy Principles.

The privacy and collection practices of entities to which we disclose personal information are governed by their own privacy policies and collection notices.

We will not otherwise disclose information about you unless:

- the disclosure is required or authorised by law; or
- you have consented to our disclosing the information about you.

#### 4 Privacy Policy

Our Privacy Policy contains information about how you may access the personal information that we hold about you, seek correction of such information if you believe it to be incorrect and how you may complain about a breach of Gentrack's privacy obligations and how we will deal with such a complaint.

#### 5 Contact Us

Our contact details in respect of any issues in relation to privacy are:

**Email** info@gentrack.com

**Post** Level 9, 390 St Kilda Road, Melbourne Victoria 3004