

## **TCA Privacy Policy**

Our Privacy Policy is divided into the following sections:

1. What Personal Information does TCA collect?
2. How is this Personal Information used?
3. Will Personal Information be given to anyone else?
4. Access and Correction
5. Is Personal Information held safely?
6. Non-Customer Personal Information
7. Contacting TCA
8. Changes to this Privacy Policy

**This privacy policy has been prepared primarily for our customers, who may have questions about how we handle personal information. However, TCA may also handle information about people who are not our customers (such as business contacts). Non-customer personal information is discussed in Section 6.**

### **1. What Personal Information does TCA collect?**

TCA currently provides a full range of metering services for the deregulated electricity market including Metering Provision, Meter Data Processing, ValueAdded and Information Services. TCA also provides a wide range of high quality testing, calibration and product compliance services to many customers. For the purposes of our Privacy Policy, these are referred to as 'our products or services'.

If you ask TCA to supply you with our products or services, we require certain details which may include your name, title and contact details. TCA requires this information in order to provide you with our products or services, and in order to manage our relationship with you. TCA may also request information about you or your business in order to help you decide which of our products or services would best suit your requirements. However, we do not collect information we don't need.

TCA will not ordinarily collect sensitive information about you such as details of your race, political beliefs, religion or health.

### **2. How is Personal Information used?**

The personal information collected from you by TCA is used to:

- Provide you with our products or services, or with other information you have requested. This will include use of personal information for establishing and maintaining any necessary accounts or records or billing systems; and
- Notify you about new TCA products or services from time to time.

If at any time you no longer wish to be notified about TCA's new products or services or promotions, please let us know.

### **3. Will personal information be given to anyone else?**

In the circumstances described below, personal information may be disclosed outside TCA:

#### **(a) Outsourcing**

Personal information collected by TCA may be disclosed to third party contractors who assist TCA in providing our goods or services. If TCA does disclose personal information to third party contractors under outsourcing or contracting arrangements, TCA takes steps to ensure that those contractors:

- comply with the National Privacy Principles when they handle personal information
- are authorised only to use personal information in order to provide the services or to perform the functions required by TCA.

#### **(b) Disclosures required by law**

For legal reasons, other disclosures may need to be made to law enforcement agencies, government agencies, courts or external advisors. TCA's policy is to only make such disclosures in accordance with the Privacy Act.

TCA does not sell, rent or trade personal information to or with third parties.

### **4. Access and Correction**

Under the Privacy Act, you have a right to seek access to information that TCA holds about you (although there are some exceptions to this). You also have the right to ask us to correct information about you which is inaccurate, incomplete or out of date.

If you wish to exercise your right under the Privacy Act to seek access to the personal information that TCA holds about you, we ask that you contact TCA's Privacy Officer (contact details are set out in Section 7) who will explain how TCA will handle your access request.

To summarise, in the first instance we will generally provide you with a summary of the information we hold about you. We will assume (unless you tell us otherwise) that your request relates to our current records about you. These current records will include personal information about you which is included in our databases and in paper files, and which may be used by TCA on a day to day basis.

To provide you with access to this personal information, TCA will ordinarily provide you with a print-out of the relevant information from our databases, or with photocopies of records which are held only on paper files. If personal information about you (for example, your name & address details) is duplicated across different databases we will generally provide you with one print-out of this information,

rather than multiple print outs. Ordinarily, TCA will not charge you for the cost of providing this type of access to these records.

For legal and administrative reasons, TCA may also store records containing personal information in its archives. You may seek access to the records held by TCA which are not current records, but if you do so, we may charge you for the cost of providing access.

If you are of the view that personal information about you is not accurate, complete or up to date, please provide TCA's Privacy Officer with your request for correction (contact details are set out in section 7). TCA's policy is to consider any requests for correction in a timely manner.

## **5. Is Personal Information stored safely?**

TCA takes reasonable steps to ensure the security of personal information held by it from such risks as loss or unauthorised access, destruction, use, modification or disclosure. Our IT systems are password protected and if personal information is held on paper files, access is restricted to TCA staff with the appropriate security clearances. TCA only permits your details to be accessed by authorised personnel.

## **6. Non-customer information**

Sometimes, TCA needs to collect personal information about individuals who are not customers. This will usually arise where we collect the name and business contact details of a person who is the contact in a government agency or company with whom we deal. TCA's policy is to only use the personal information collected from non-customers for the business purpose for which it was collected.

## **7. Contacting TCA**

If you have any questions or comments about this privacy policy, or if you wish to complain about how we have handled personal information about you, please contact our Privacy Officer:

by telephone (02) 9272 3800 or

by facsimilie (02) 9272 3802

by letter: The Privacy Officer, TCA, PO Box 139, North Strathfield 2139

## **8. Changes to this Privacy Policy**

This Privacy Policy may change from time to time. This policy was last updated on 26<sup>th</sup> March 2002.

## **TCA Web Site Policy**

### **1. TCA's approach to privacy**

TCA respects privacy and is committed to complying with the National Privacy Principles expressed in the Privacy Act 1988. This Website Privacy Policy explains how we handle information that we collect online. For more information about how TCA handles personal information collected offline, and information on how you can seek access to the personal information that TCA hold about you, please refer to TCA's Privacy Statement and Privacy Policy.

### **2. What personal information is collected online?**

This Website Privacy Policy applies to information we collect from you when you visit the TCA Website. We may collect personal information from you online when you complete the enquiries form on this Website. We may ask you to provide your name, address, e-mail address and contact telephone number.

As noted in point 5 below, we may also collect other information as a result of your use of the TCA website, which may or may not identify you. Sometimes these will be your business contact details, and other times these details will identify how we can contact you at home.

### **3. How do we use personal information collected online?**

If we collect personal information from you online, we may use it to:

- provide you with our products or services, or with other information you have requested from us
- communicate with you effectively. If you agree, we may use your contact details to keep you informed about new TCA products or services or promotions from time to time

From time to time we may also undertake online customer surveys to collect statistics about our customers for research and product development purposes. These surveys help us to develop products and services to meet your needs. Again, whether or not you participate in the surveys is entirely your choice.

### **4. Other important privacy issues**

In order to protect your privacy:

- we do not sell or give to other persons or organisations lists containing your personal information
- we will not disclose any personal information we hold about you to any third party without your written consent or your implied consent. You give implied consent when you indicate that you wish to obtain information about goods or services supplied by a third parties
- we protect your privacy by restricting access to personal information about you to TCA staff that need it, either to process your query, or to provide you with the

products or services you asked for, or to provide you with information about TCA's products and services.

## **5. Tracking use**

When you visit the TCA Website, we may collect additional information about your use of the Website, which may or may not identify you. We may collect information about which pages you visit on the Website to help us determine which parts of the site you value, so that we continually updated and develop our Website to best suit your needs. We may also collect information about your browser, operating system, address of the referring site, your internet protocol address and clickstream information. This information helps us to understand how you came to find our Website.

If you have any questions or comments about this Website Privacy Policy, or about the personal information we have stored about you, please contact our Privacy Officer (contact details are contained in Section 7 of our Privacy Policy)