

Privacy Collection Statement – Credit Application

The Energy Network (ACN 093 052 441) (**TEN**) is committed to protecting the privacy of individuals and their personal information and complies with the Privacy Act 1988 (Cth) (**Privacy Act**).

Please read this carefully as it will have important consequences for you in relation to the collection, use and disclosure of your personal information you provide to TEN.

You understand that:

1. TEN is the party who is collecting your personal information and can be contacted at info@tengroup.com.au or alternatively you can write to us at PO Box 851, Virginia BC, Qld 4014.
2. TEN will collect your personal information directly from you. In certain circumstances, TEN may be required to collect personal information from third parties, including your financial institution, trade references and publically available sources.
3. The purpose of TEN collecting your personal information is:
 - (a) to process your application for credit in relation to purchase of our goods or services, this may include obtaining a credit history, credit report;
 - (b) to process any orders for products or request for services from you, including without limitation, the administration and management of purchasing any products or services from you;
 - (c) to provide customer service functions, including handling customer enquiries and complaints; and
 - (d) to offer you updates, discounts, or other content or products and services that may be of interest to you and to provide you with direct marketing communications from us or our related bodies (using direct mail, telemarketing, email, SMS and MMS messages),and you acknowledge and agree to your personal information being collected and used for, and in connection with, these purposes and any other purpose described in our Privacy Policy and Credit Reporting Policy.
4. If we do not collect this personal information in connection with the purposes in paragraph 3, then:
 - (a) TEN will be unable to process your application for credit;
 - (b) TEN will be unable to process the purchase and payment of your products and services or to facilitate any refunds, returns or claims in relation to your products and services; and
 - (c) we will be unable to send you direct marketing communications (unless you have consented to such communications through your other dealings with TEN).
5. Your personal information being disclosed to the following classes of people and organisations in connection with the purposes in paragraph 3:
 - (a) TEN, its personnel and related entities;
 - (b) our contractors, agents and service providers, including but not limited to our suppliers or other companies who assist us in providing our products and services to you;
 - (c) third parties connected with processing your application for, and provision of, credit, your financial institution, guarantors (if any), external debt recovery agents or the appropriate court (depending on the value of the debt);
 - (d) trade references (if applicable);
 - (e) third parties connected with the purchase and after sales process including, payment platform providers and financial institutions;
 - (f) our contractors, agents or third party providers of TEN who may be involved in the provision of our products and services; and
 - (g) any other organisation as expressly covered in our Privacy Policy and Credit Reporting Policy.
6. TEN's Privacy Policy sets out the process as to how you can access and correct any of your personal information collected under this form as well as to how you can make a complaint if TEN has breached the Privacy Act in the handling of your personal information. TEN's Privacy Policy is available at www.tengroup.com.au or can be otherwise provided by requesting a copy from TEN.

By continuing to provide TEN with your personal information indicates that you have read this collection notification and acknowledge that your personal information will be collected, used and disclosed in accordance with this collection notice and as otherwise detailed in TEN's Privacy Policy and, to the extent it is necessary, that you give your **voluntary express consent** to TEN collecting, using, storing, disclosing and disposing of your personal information in this manner.