

Privacy Collection Statement – Sales Enquiries

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 contains important information in relation to the collection, use and disclosure of your personal information that you provide to TEN.

You understand that:

1. TEN is the party who is collecting your personal information and can be contacted 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, depending on the nature of your enquiry.
3. TEN is collecting your personal information in order to:
 - (a) provide you with its customer service functions, including but not limited to handling customer sales enquiries, complaints and after sales functions;
 - (b) process any enquiry you may have and provide you with information in relation to your enquiry;
 - (c) to improve our services (including contacting you about those improvements and asking you to participate in surveys, questionnaires and reviews about our products and services);
 - (d) to process the purchase you are making with TEN and the administration, management and provision of those products and services to you; and
 - (e) offer you updates, discounts, or other content or products and services that may be of interest to you and 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) we will be unable to process your payment for your purchase and provide our goods and services to you;
 - (b) TEN will be unable to provide you with customer services, process your enquiry or complaint, or supply you with information or provide you with after-sale services;
 - (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 may be disclosed to the following classes of people and organisations in connection with the purposes in paragraph 3:
 - (a) TEN, its personnel and any related entities;
 - (b) third parties connected with the sales and after sales process including, payment platform providers, financial institutions, entities that assess credit worthiness and debt collection agencies;
 - (c) third parties connected with the marketing process, including messaging service providers, IT service providers and other parties who assist us in providing our products and services to you;
 - (d) our contractors, agents or third party providers of TEN who may be involved in the provision of our services to you; and
 - (e) 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 contravened the Privacy Act in the handling of your personal information. TEN's Privacy Policy and Credit Reporting Policy is available at www.tengroup.com.au or can be otherwise provided by requesting a copy from TEN.

By continuing with your request for assistance or enquiry with TEN, 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 Credit Reporting 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.