

Introduction

Awaken Energy Pty Ltd (ABN:83 677 679 462) (referred to as "we", "us", or "our") values the privacy of our customers. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you use our services. By interacting with us, you consent to the practices described in this policy.

Information We Collect

We may collect personal information, including but not limited to:

- Full name
- Contact information (phone number, email address, residential address)
- Payment details (credit/debit card, bank account information)
- Date of birth and concession/discount entitlements
- Energy consumption data (such as metering information)
- Other information as required by law, or to provide services to you.

We may also collect sensitive information if required (e.g., if you use life support equipment at your residence).

How We Collect Information

We collect personal information in several ways, including:

- Directly from you when you use our services, apply for an account, or contact us.
- From third parties, including your energy retailer, energy distributor, or other service providers involved in your connection process.
- From publicly available sources and credit reporting bodies.

Use of Your Information

We may use your personal information for purposes including:

- To provide energy and related services to you.
- To communicate with you about your account, including billing and payments.
- To respond to your inquiries and resolve any complaints.
- For internal purposes such as service development and improvement.
- To comply with legal obligations or respond to regulatory requirements.
- For marketing purposes, where you have consented or as allowed by law.

Sharing of Information

We may share your information with third parties, including:

- Energy retailers or distributors to facilitate your connection.
- Service providers, such as IT providers or payment processors, who assist us in providing services to you.
- Government authorities or regulators as required by law.
- Credit reporting bodies to assess your creditworthiness.

We may also share your information with our business partners for marketing purposes, but you can opt out of such communications at any time.

Data Security

We use industry-standard security measures such as SSL encryption and secure data storage to protect your personal information. While we strive to protect your data, we cannot guarantee its absolute security during transmission or storage.

Access and Correction

You may request access to or correction of the personal information we hold about you by contacting us. We will respond to your request in accordance with the applicable privacy laws.

Marketing Communications

You may receive marketing communications from us or our partners, but you can unsubscribe at any time by following the opt-out instructions in our communications or contacting us directly.

Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated version will be posted on our website, and the effective date will be updated accordingly.

Contact Us

For any questions about this Privacy Policy or your personal information, please contact us at:

- Email: enquiries@awakenenergy.com.au