



Data & Privacy Consent - Bring Your Own Battery

1. Introduction

This consent explains how HighFlow Energy Pty Ltd and [Retailer] collect, use and share your data when you participate in the Bring Your Own Battery offer and associated VPP program.

2. Types of Data Collected

We may collect:

- Identification and contact details (name, address, email, phone);
- Metering data (import/export volumes, interval data);
- Battery and solar data (state-of-charge, power, voltage, alarms, fault codes);
- Network and site information (NMI, DNSP, tariff, protection settings);
- Usage patterns and response to control signals.

3. Purposes

Your data may be used for:

- Operating and optimising the VPP and your Bill Free offer;
- Billing and settlement between you, the Retailer, HighFlow and market bodies;
- Compliance with energy, network and market rules;
- Analytics, forecasting, and product design;
- Reporting to funding bodies or partners in aggregate or de-identified form.

4. Disclosure

We may disclose your data to:

- The Retailer and their service providers;
- Your DNSP and market operators (e.g. AEMO) where required;
- Our IT and analytics providers under strict confidentiality;
- Regulators and ombudsman services if a complaint or investigation arises.

We will not sell your personal information to third parties.

5. Storage and Security

Your data will be stored in secure systems located in Australia or approved overseas locations subject to appropriate safeguards, in accordance with privacy laws.

6. Access and Correction

You may request access to your personal information and ask us to correct any inaccuracies by contacting us at: [contact details].



7. Consent

By signing below, you consent to the collection, use and sharing of your data as described in this form and our Privacy Policy, as a condition of participating in the Bring Your Own Battery offer and VPP.

- Customer name: _____
- Signature: _____ Date: ____ / ____ / 20__