



# HighFlow Energy Privacy Policy

**Highflow Energy Pty Ltd**

**Effective Date: 18 February 2026**

## 1. About this Privacy Policy

This Privacy Policy explains how HighFlow Energy Pty Ltd (HighFlow, we, us, our) collects, uses, stores and discloses your personal information.

HighFlow Energy is bound by the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). The APPs regulate how personal information is handled in Australia.

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable. Sensitive information is a subset of personal information and includes information such as health information, biometric data, criminal history or information about racial or ethnic origin, religious beliefs or trade union membership.

You can read more about the Australian Privacy Principles at [www.oaic.gov.au](http://www.oaic.gov.au)

## 2. Our commitment to you

At HighFlow, we respect your privacy. We are committed to handling your personal information transparently, securely and in accordance with the law.

This policy explains:

- what information we collect
- why we collect it
- how we use and disclose it
- how you can access or correct it
- how you can make a complaint

If we are not provided with the personal information we reasonably request, we may not be able to provide you with electricity services, VPP participation, or respond to your enquiries.

## 3. What personal information we collect

Depending on your relationship with us, we may collect:

### 3.1 Identification and contact details

- Full name
- Date of birth
- Residential and postal address



- Email address
- Phone number
- Driver licence or other identification (where required)

### 3.2 Energy and account information

- National Metering Identifier (NMI)
- Electricity usage and billing data
- Solar and battery system details
- Virtual Power Plant participation data
- Tariff and plan information
- Payment history

### 3.3 Financial information

- Bank account details
- Credit or debit card details
- Credit-related information for account setup and risk assessment

### 3.4 Concession and hardship information

Where relevant, we may collect information relating to government concessions, hardship status or eligibility for support programs. This may include limited health or financial information where required by law.

### 3.5 Website and digital information

When you use our website, we may collect:

- IP address
- Browser type and device information
- Pages visited and time spent on our site
- Form submissions

### 3.6 Employment applications

If you apply for a job with us, we may collect:

- Resume or CV
- Employment history
- Qualifications
- References

We generally collect personal information directly from you. In some cases, we may collect it from third parties such as credit reporting bodies, network operators, metering providers or authorised representatives.



## 4. Why we collect your information

We collect personal information so we can:

- Provide electricity retail services
- Administer your Bill-Free Electricity Allowance
- Manage your participation in the HighFlow Virtual Power Plant
- Process billing and payments
- Verify your identity
- Conduct credit checks where permitted by law
- Provide customer support
- Improve our products and services
- Comply with legal and regulatory obligations
- Send you information about relevant products and services

## 5. Who we share your information with

We may disclose your personal information to:

- Electricity distributors and network operators
- Metering providers and market bodies
- Our authorised retail partner (where applicable)
- Technology providers supporting our VPP and billing systems
- Payment processors
- Credit reporting bodies
- Professional advisers such as lawyers and auditors
- Government agencies where required by law

We only share information that is reasonably necessary for the purpose.

## 6. Overseas disclosures

We generally store and process personal information in Australia.

If we disclose personal information overseas, we will take reasonable steps to ensure the recipient handles the information in a manner consistent with Australian privacy laws, unless an exception under the Privacy Act applies.

## 7. Direct marketing

We may use your personal information to inform you about products, services, offers or updates that may be relevant to you.



You can opt out of marketing communications at any time by:

- Clicking the unsubscribe link in an email, or
- Contacting us using the details below

We will respect your choice.

## 8. Cookies and website tracking

Our website uses cookies and similar technologies to improve your experience.

Cookies help us:

- Understand how visitors use our website
- Improve website performance
- Maintain secure sessions in customer areas

Cookies do not allow us to personally identify you unless you choose to provide your information through our website.

You can adjust your browser settings to refuse cookies, however some parts of the website may not function properly.

## 9. Data security and storage

We take reasonable steps to protect your personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

Personal information may be stored electronically in secure systems or in secure physical records.

When personal information is no longer required, we will take reasonable steps to destroy or de-identify it, unless we are required by law to retain it.

## 10. Accessing and correcting your information

You may request access to the personal information we hold about you.

You may also request that we correct any information that is inaccurate, incomplete or out of date.

To make a request, please contact our Privacy Officer using the details below. We may need to verify your identity before providing access.

In limited circumstances, we may refuse access where permitted by law. If this occurs, we will explain why.



## 11. Complaints

If you believe we have breached the Australian Privacy Principles or mishandled your personal information, please contact us in writing.

Our Privacy Officer will:

- Investigate your complaint
- Respond within a reasonable timeframe
- Work with you to resolve the issue

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC):

**Office of the Australian Information Commissioner**

[www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

## 12. Contact us

If you have any questions about this Privacy Policy or wish to access or correct your information, please contact:

Privacy Officer

HighFlow Energy

Email: [enquiries@highflowenergy.com.au](mailto:enquiries@highflowenergy.com.au)

Website: [www.highflowenergy.com.au](http://www.highflowenergy.com.au)