

Privacy Policy

Low Energy Supplies and Services (LESS) recognises the importance of protecting the privacy of our customers, and is committed to the secure handling of any personal information collected in the course of business. Whilst we are obliged to comply with the National Privacy Principles in the Federal Privacy Act 1988, and with the Information Protection Principles in the NSW Privacy and Personal Information Protection Act 1998, we are also aware that doing so provides our customers with assurances about the safety of their personal information. This Privacy Policy outlines our guarantees for your personal information, including the ways in which the information is collected, stored, evaluated for accuracy, used and disclosed.

For the purposes of this Privacy Policy, the term “personal information” is defined by LESS as:

Any information or opinions collected, stored, used or disclosed relating to an individual whose identity is apparent or can be reasonably ascertained, including but not limited to;

- First name and surname,
- Precise physical or postal address,
- Home or mobile telephone, or fax number,
- Email address, or website URL, or
- Any information about the nature or content of the communication or business between the individual and LESS.

Collection of Information

LESS will only collect personal information for purposes that directly relate to the major project functions or activities undertaken by LESS, and will only be collected through fair, non-intrusive and lawful methods. Personal information will only be collected from the person to whom it relates, except where the individual giving the information is authorised to do so on behalf of someone else, and where the individual concerned is aware of the collection, or will be made aware that this has occurred, as far as that is reasonable to determine.

LESS will limit the collection of personal information from individuals to that which is necessary or relevant for the purpose at hand. LESS will not request personal information relating to the ethnic or racial origin, political opinions, religious or philosophical beliefs, trade union membership or sexual activities of an individual, where these characteristics are not directly necessary for the purposes stated at the point of collection.

LESS will take reasonable steps to ensure that, before personal information is collected or as soon as is practicable after collection, the individual to whom the information relates is aware of the following;

- the identity of LESS (Low Energy Supplies & Services Pty Ltd) and how to contact it, as well as the name and operation of the specific project being run, where appropriate,
- the fact that personal information is being collected,
- the existence of any rights of enquiry about, access to, or correction of, the personal information collected,
- the intended purposes of use and disclosure for which the information is being collected,
- the intended primary and secondary recipients of the information, including government schemes and organisations, and
- whether the supply of information is required or is voluntary, and any consequences for the provision of goods and services by LESS if the individual chooses not to divulge key personal information or wishes to exercise their right to remain entirely anonymous.

With information provided in writing, the presence of the individual's signature is taken to signify that individual's knowledge of and consent to the collection occurring.

Use and Disclosure of Information

LESS will take reasonable steps to ensure that the purposes intended for personal information are clearly expressed at the point of collection. LESS will ensure that the information collected will not be used for purposes other than those intended, except where the individual has consented to that other use, or where that secondary purpose is directly related or necessary for the primary purpose given.

LESS will not disclose personal information collected from individuals to other external or third parties except where legally obliged or directed to do so by law enforcement agencies. LESS will not be required to directly notify the individual concerned of this disclosure, however any such disclosure will be noted for future reference. LESS will also not publicise any informal assumptions or personal opinions formed about an individual's character or personal circumstances arrived at through any communication or interaction with the individual.

The presence of a signature placed by the individual providing the information in writing will be taken to signify that individual's knowledge and understanding of, and consent to, the usage and disclosure as specified, as well as the various written terms and conditions set out at the point of collection.

LESS will not sell, donate or otherwise distribute personal information to other third parties for the purposes of marketing or cross-promotion, except where this has been clearly conveyed to the individual during collection. Furthermore, with any direct marketing communication undertaken, LESS will always provide a free and clear method for opting out of further direct marketing contact or for evaluation purposes from LESS or other third party partners. Individuals can also express their wishes to be excluded at any time by telephone or in writing.

Storage and Security of Information

LESS will take reasonable steps to ensure that all personal information collected is stored safely in an electronic database, using a range of safeguarding processes to protect the security of the data, and to prevent loss and unauthorised access, misuse, modification or disclosure. Where the information is also intended for use by external or third parties, LESS will take reasonable safeguarding steps to ensure this access will not compromise the security of the information, or lead to undue risk of misuse.

LESS will ensure that all personal information collected is not kept for longer than is necessary. Personal information collected by LESS will require both electronic and physical storage and then archiving, often for a number of years, for auditing and record-keeping purposes. All personal information kept will use storage methods which will be subjected to a number of safeguarding steps to ensure the ongoing security of the information.

Once information storage is no longer required, LESS will ensure that the information is permanently and securely disposed of, or destroyed in such a way as to render it completely unidentifiable and unusable.

Accuracy of Information

When collecting personal information from an individual, LESS will take reasonable steps to ensure that the information provided is accurate, up to date and complete, as far as is possible under the circumstances. LESS will take all reasonable steps to promote information accuracy, such as contacting the individual to verify their information, especially where that information seems ambiguous or otherwise unclear.

Where information has been provided in writing, the presence of a signature placed by the individual providing the information will be taken to signify that individual's belief that, as far as they are able to be aware, the information provided is accurate, complete and up to date at the time of collection.

Access and Correction of Information

Individuals have the right to enquire about, access, and correct the information they have provided to LESS. LESS will also ensure that the nature of the information collected is clearly conveyed to the individual at that time, where it is not immediately apparent.

When asked by an individual for access to their information, LESS will endeavour to provide that individual with access to the information collected from them, without excessive delay. Where an individual wishes to have their information corrected, LESS will consider whether this is possible with regard to the purpose for which the information was collected. Where correction is possible, the information will be amended. Where correction is not possible, a statement detailing the requested corrections will be recorded.

This Privacy Policy is available for download from our website at <http://www.lowenergy.com.au/> or upon request. Individuals wishing to give feedback, make complaints or report Policy violations should contact Tiffany Thompson;

By email: info@lowenergy.com.au
By mail: Low Energy Supplies & Services, PO Box 1707, North Sydney, NSW 2059.
By phone: (02) 9965 5222
By fax: (02) 9929 9163

LESS will handle such comments with sensitivity and any issues will be resolved as quickly as possible.