



Privacy Policy

This privacy policy governs how **Opera Solar Energy** (ABN 36 627 233 167), will handle your information (collect, use, store and disclose) following the National Privacy Principles stated under the **Australian Privacy Act 1988 (Privacy Act) and the Australian Privacy Principles (APP's)**.

Opera Solar Energy is wholly and deeply committed to ensuring customer privacy is always protected. If we collect the information in the course of access to our website, use of our products, or provisioning of our services customers can be assured that it will only be used for the distinct purposes it has been collected for and strictly in accordance with this Privacy Policy. We adhere to the requirements of The Privacy Act 1988 (Cth) and the Australian Privacy Principles (APP's).

By submitting any personal information to us in the access and use of our website, products and services, you confirm your acceptance of the terms of our Privacy Policy. You also consent to us handling your personal information in accordance with our Privacy Policy.

Any new iterations to our Privacy Policy of will accordingly apply to all information we hold at that time. We encourage you to check regularly for updates.

Should you not agree with the terms of our Privacy Policy, please do not hesitate to contact us for clarification and discuss your concerns before you provide us with your personal information. We will be very happy to take your call on 1300 271 430 or you can email at hisolar@operasolar.com.au

The privacy policy below applies to the website www.operasolar.com.au and to all products and services offered by **Opera Solar Energy**.

1. Collecting your personal information

- Your First and Last Name
- Contact information such as addresses, telephone numbers, email addresses, ABN/ACN numbers, social media profile(s), website(s)

- Energy billing information provided by you for calculating usage trends, energy analysis and determining the best technology solution for you. This information may include but is not limited to, your NMI (National Metering Identifier), MIRN (Meter Installation Registration Number), total bill amount, daily usage and other information required for us to provide you products and services.
- Information about which of our products and services may be of interest to you
- Where necessary, any information required by us to provide you with our products and services and to enable us to identify you as our existing customer when you phone us.

We may also collect some additional information about you when you reach out through our website. This information may comprise of browser being used, type of device to access the website, technical information related to contacting our website like our internet utility provider and other such information.

Our website may use “cookies” to improve your experience. Your web browser will store this cookie on their drive for record-keeping and tracking information about you. You have an option to not allow your browser to use cookies, or to notify you when the cookies are being stored and sent. If choose to do so, some of our website features will not function properly.

2. How we collect your personal information

- When you visit our website to enquire about or apply for our products and services. This may include telephone and email conversations with our representatives, sales representatives, the information you submit via our website, filling the online quote form, placing an order, subscribing to the newsletter, filing a form, and while connecting with other activities on our website like services, blogs, information, product feature and other features.
- From third parties such as those, we hold industry relationships with, business partners, clients and other service providers.
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- Information we already hold in our database(s); and
- Publicly available sources of information

*You are not obligated to provide personal information and you may visit our website or social media channels to communicate with us anonymously. Please be aware however if you choose not to provide us with certain information, we may not be able to provide you with the benefit of our products and services, respond to your query or assist you in any products and services offered by **Opera Solar Energy**.*

3. How we store and secure your information

Opera Solar Energy stores information in a variety of ways including electronic storage on computer systems, paper files and other types of records. We take reasonable steps to ensure personal information is secured against any misuse, interference, unauthorised access, modification or disclosure. Our executives are required to handle your information in a compliant manner, and we have in place suitable physical, electronic and managerial procedures to safeguard the personal information we store.

We are however realistic about the security challenges posed by the internet and social media. Because of this, we cannot be held liable for the security of any personal or sensitive information you transmit to us over the internet or email, or for any potential unauthorised access and use of that information during that transmission before it reaches our care. For example, it is not advisable to transmit financial information such as credit card details via your email or through social media channels and messaging applications.

Should you wish to access your information you can always make a written request. We will attempt to provide all the information in our capacity unless it reveals unrelated parties' privacy.

When the request of this access is made, the requestee is required to provide a form of identification, like a photo id card/passport/driver's licence. And in some cases, the information revealed can also incur some cost to the requestee. If you want to know what information we have in your regard, please attempt to call the privacy officer at **Opera Solar Energy** (Bhumi Rathod: admin@operasolar.com.au)

4. How we use the information that we collect

Opera Solar Energy often requires and uses personal information collected to understand to the best of our ability the needs of our customers. We may use the personal information we collect for purposes such as:

- Providing you with our products and services, which may include for the purposes of preparation, installation, maintenance, warranty and repair.
- Contacting you to respond to your queries or feedback.
- The marketing of our products and services to you in the manner of email promotions, special offers, events or other information of interest.
- Improving our products, services, website or social media content or to customising forms on these platforms.
- Improving your experience and personalising your visit- this information helps us to group the customers and make things user-friendly.
- Improve customer service – gives us a medium to provide good customer service and support the needs of our customers.
- To improve our website – your information gives us an idea of what you like and dislike and this helps us make changes and make our website even better.
- Contacting customers for auditing or market research purposes via telephone, email, or mail.
- Internal purposes such as record keeping, accounting or auditing.
- For any purposes required of us to comply with our legal and regulatory obligations and;
- For any other purpose for which you may reasonably expect.

We may occasionally use your personal information to send you marketing material about our products and services. Should you not wish to receive these marketing materials, you can opt out by contacting us and informing us or by clicking the "unsubscribe" link in any marketing emails we may send you.

5. How we disclose the information we collect

Opera Solar Energy may require the personal information it collects (and its intended nature) to be disclosed internally and to third parties. Third party disclosure however will only take place where there is a valid and necessary

reason, so that we can best provide our products and services to you and for the normal operation of our business. Third Parties may include:

- Organisations such as contractors/sub-contractors, suppliers, insurers, repairers, whom we may engage as required to carry out the provision of our products and services to you (ie: for the installation of your residential or commercial solar system or lighting installation) or to assist us in the management of our business;
- A finance organisation we may be partnered with that you have given your verbal or written consent to our representative to provide your information to, for the purposes of you receiving contact in relation to their potential provision of financial services to you.
- Credit Reporting Bodies for the assessment of Trade Credit
- IT providers, such as website hosting services and database/information storage services;
- Marketing and communication agencies, printers and mailing houses
- Auditors, solicitors and other professional consultants where required
- Trade, Commercial, Mercantile Agents
- Field Agents and Call centres

6. Sensitive Information

Opera Solar Energy does not collect or use 'Sensitive Information' in the provision of our products and services, as defined by the Federal Privacy Act 1988 (Cth):

- Race or Ethnic origin;
- Political Opinions;
- Membership of a Political Association;
- Religious Beliefs or Affiliations;
- Philosophical Beliefs
- Membership of a Trade Union
- Sexual Preferences or Practices; or
- Criminal Records
- Health Status and/or related information

Should a staff member request this information from you or you have reason to believe any of the above information is being collected in any form, please contact us immediately so we can immediately address the matter.

7. Links to Third Parties

Our website may contain links to or from third party websites. Whilst we promote the spirit of and compliance with the values of our Privacy Policy where possible, these websites are not subject to it. Due to this **Opera Solar Energy** is unfortunately not responsible for the content they may contain, how they collect, use and disclose information or the decisions made by those respective third-party organisations. We encourage you to read the privacy policy of any third-party website and contact the respective organisation should you have any queries or concerns.

8. Access, Correction and Control of Personal Information

Opera Solar Energy has processes in place for and takes reasonable steps to ensure that personal information we collect and hold about you is accurate, up-to-date and complete. We do however rely on the accuracy of the personal information you provide to us.

You have the right to request details about the personal information which we hold about you. Should you believe any information we hold about you is incorrect, incomplete or incomplete, please contact us by email hisolar@operasolar.com.au or call 1300 271 430 as soon as possible. Under the requirements of APP 13 'Correction of Personal Information' we must respond and make necessary corrections within a minimum 30-day timeframe. We will also take reasonable steps to make notification of corrections to any third parties we may have provided the information to where it is still relevant and where they are an APP entity. Should we refuse a request to correct information within the scope provided under APP 13, we will accordingly provide an explanation in writing within the standard required timeframe referred to above.

You may choose to control the collection or use of your personal information by us. This can include:

- Through selecting an available check box (if applicable) stating you do not want your information used for marketing purposes.
- A written request via email to us at hisolar@operasolar.com.au

9. We do not sell, trade or rent your personal information

We may only share your demographic information with our business partners and service providers. We do not share anything related to your personal information. These business partners provide products or services to **Opera Solar Energy** and only require some information to achieve the objective and perform those services.

We may use service providers from a third-party source to assist us in the operation of our website and business, they help us administrate the activities of our business.

Complaints relating to your personal information

Should you have any concerns or wish to make a complaint about our handling of your personal information, or you believe there has been a breach of your privacy, please contact us immediately so we can investigate and address your complaint within a reasonable timeframe. You are welcome to call us, email us or mail us.

Contact Details

Opera Solar Energy

19 Bogan Avenue Baulkham Hills-2153

Phone: 1300 271 430

Email: hisolar@operasolar.com.au