



PRIVACY POLICY

Prepared by GPower Energy
Version 1 - MAR 2017

Protecting your private information is our priority. This Statement of Privacy governs the manner in which GREEN GUARD PTY LTD (ABN 52 618 091 133) trading as GPOWER ENERGY, will collect, use, maintains and disclose personal information in accordance with the National Privacy Principles under the Australian Privacy Act 1988 (Privacy law).

This Statement of Privacy applies to all the information collected on our website www.gpowerenergy.com.au and to all products and services offered by GPOWER ENERGY.

COLLECTION OF YOUR PERSONAL INFORMATION

Your personal and non-personal information may be collected in a variety of ways, including, but not limited to, chatting with us via our online chat, sending message to us via online enquiry form, visiting our website, filling out forms, placing an order and in connection with other activities, services, features or resources we make available on our website.

1. PERSONAL INFORMATION

You may be asked for your name, email address, intended installation address, phone number, information about your house plan and other personally identifiable information.

We will collect personal information from you only if you voluntarily provide such information to us. You can always refuse to supply personal information, except that it may prevent you from engaging in certain website related activities or it may prevent us from being able to contact you.

2. NON-PERSONAL INFORMATION

Some other information such as browser type, domain names, access times, referring website addresses, your computer hardware and software

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may also be collected, for operation of the service, to maintain quality of the service and to provide general statistics regarding use of the our website. Our website may also use the “cookies” function to enhance your experience when browsing our website. It is for record-keeping purposes and to track your information, so that we can serve you better and understand what products you are looking for. This information may be automatically collected by GPOWER ENERGY whenever you interact with our website. You may change your web browser settings to deactivate the “cookies” function or to alert you when “cookies” are being sent. Please note some parts of our website may not function properly if “cookies” function is deactivated.

USE OF YOUR PERSONAL INFORMATION

GPOWER ENERGY may use your personal information for the following purposes:

- 1. Improves customer service quality and increase efficiency*
Enables us to respond to your requests, answer your enquiry and support your need in a more efficient and timely manner
- 2. Personalize your experience*
Information will be used in the aggregate to allow us to understand how you and other users as a group use the services and resources provided on our website
- 3. Improve our website*
Your feedback may be used to improve our products and services.
- 4. Future promotion*
Throughout our conversation or interaction, certain information such as your reference, your choice, feedback, concerns of products may be collected and analysed.
- 5. Contact you and interact with you in the future*
We may send your information and updates to your email address. Your personal information may also be used when you have inquiries, requests and/or would like more information about your solar system in the future.



DISCLOSURE OF YOUR PERSONAL INFORMATION

We do not sell, trade or rent your personal information to others. We collect your personal information only to provide the solar system installation service to you.

We may share generic aggregated demographic information not linked to any personal identifiable information regarding you with our partners and suppliers. These entities provide services or products to GPOWER ENERGY and may need access to the non-personal information.

ACCESS OF YOUR PERSONAL INFORMATION

We will retain your information as long as you are still with us. Upon request, we will provide you with what information we hold about you. If your personal information changes or if you no longer desire our service, you may correct, update or delete it by contacting us. We will respond to your request within 14 days.

Please also note that we will retain and use your information as necessary to comply with our legal obligations, resolve disputes and enforce our agreement.

CHANGES OF PRIVACY POLICY

Changes to this policy may be made from time to time without notice. Any changes will be reflected on this page.