

Customer Privacy and Data Policy

Discounted Efficient Air Conditioner Offer

Background

The Discounted Efficient Air Conditioner Offer (the Offer) is managed by the NSW Office of Environment & Heritage (OEH) and delivered by approved suppliers (the Delivery Partners).

Collection of your personal information

Your access to the Offer is voluntary, but you will need to agree to provide some personal information to Delivery Partners to access it. Your information will then be provided to OEH.

Personal information collected in this form will include your name, address, contact details, details about the unit you are installing (and potentially replacing) and geo-tagged photographs taken of the unit/s installed.

OEH is subject to the *Privacy and Personal Information Protection Act 1988* when managing your personal information. Delivery Partners, as contractors to OEH, must comply with OEH's privacy requirements in managing your personal information.

The OEH Privacy Management Plan at <http://www.environment.nsw.gov.au/resources/about/oeh-privacy-management-plan-170267.pdf> describes how the agency meets these obligations.

Purpose of collecting your personal information

Delivery partners will provide your personal information to OEH. As part of delivering the Offer, OEH are collecting your personal information for the purpose of ensuring Delivery Partners provide the best possible service and meet the terms and conditions under the Discounted Efficient Air Conditioner Offer. This includes evidence that you have received the services and product(s) you have paid for, as well as the discount offered by OEH.

Use of your personal information

Consistent with the purpose of collecting your personal information, OEH and /or its Delivery Partners may use your personal information to:

- contact you to request your feedback to evaluate the outcomes of the Offer. Feedback will be collected either through a phone call, messaging services or an online survey. Additional feedback may be sought by visiting premises to ensure your air conditioning unit was installed and is functioning well;
- audit to check the quality of services delivered to customers, including the appropriate installation of the air conditioning systems; and
- conduct independent evaluation and reporting on the Program outcomes.

Disclosure of your personal information to third parties

OEH and its Delivery Partners will not disclose your personal information to any person unless the disclosure is directly related to the purpose for collection. For this purpose, your information may be disclosed to:

- Contractors recruited by OEH and by the Delivery Partners to audit the quality of services delivered under the Offer,
- Consultants recruited by OEH to conduct an independent evaluation,
- NSW Fair Trading for the purpose of addressing non-resolved issues.

OEH may also prepare, share and/publish reporting about the Offer yet any data will be aggregated to not include your personal information.

Storage of your personal information

The personal information collected will be stored on secured OEH databases, with restricted access. The fixed central address for OEH is Level 14, 59-61 Goulburn Street, Sydney, NSW 2000.

OEH will store your data for a maximum of 5 years following the end of the Offer. Following this timeframe, your data will be de-identified and aggregated for future research purposes.

Right to access/amend and further information

If you would like to access and/or amend your personal information or obtain more information about how OEH manage your personal information, please contact the OEH Privacy Officer on 02 9995 5266.