

Solar for Low Income Households Trial

Privacy notice

The Department of Planning, Industry and Environment (**the Department**), located at 320 Pitt Street, Sydney NSW 2000, is collecting your personal information. The Department is subject to the *Privacy and Personal Information Protection Act 1998* (**Privacy Act**) in managing your personal information. The Department's [Privacy Management Plan](#) describes how the agency meets these obligations.

This Privacy Notice describes how the Department will deal with your personal information across all relevant stages of the Solar for Low Income Households Trial (**the Program**). Personal information means information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

This notice also describes how private commercial operators (**Solar Installers**) the Department has partnered with to deliver the Program may also collect your personal information from you to provide to the Department.

Use of SurveyMonkey Apply to collect information and administer the Program

The Program is being administered by the Department using SurveyMonkey Apply, a cloud-based application management software tool, owned by SurveyMonkey.

When you enter information into SurveyMonkey Apply, it will be transmitted and stored securely in SurveyMonkey Apply's servers, which are located outside of Australia. This information will be made available to the Department as administrator of the Program. By entering information into SurveyMonkey Apply you agree that while your information is held by SurveyMonkey Apply it is subject to its [terms of service](#) and [privacy policy](#).

If you would like to participate in the Program and not use SurveyMonkey Apply, you can contact Department at solarforlowincome.program@planning.nsw.gov.au to request an alternative way of applying and participating in the Program.

What personal information does the Department collect for the Program?

The Department will collect personal information from you and from other parties at various stages of the Program. This will occur in circumstances that include:

- when making an application to participate in the Program:
 - you will provide personal information that includes your name, address, phone number, email address, date of birth, a copy of your Pensioner Concession Card or Department of Veteran's Affairs Gold Card, Council Rates notice, and a copy of your electricity bill, which includes the National Metering Identifier (**NMI**) for your home electricity meter
 - you may provide the personal information of third parties contained in any of the above information. If you are providing this information, you must first obtain their authorisation to provide this information to the

Department, and (to the extent that it is tied to your personal information) for it to be used and managed in accordance with this Privacy Notice.

- when your house is being assessed for suitability, a Solar Installer may provide information about your house (from which you could be identified) that the Solar Installer has obtained to determine if your home is eligible for the Program
- when you consent to participate in the Program, you will provide information about your electricity retailer (**Retailer**) and your account details
- when a solar system is being installed, a Solar Installer may provide additional information about your house (from which you could be identified) that the Solar Installer has obtained to verify that the solar system has been installed
- after the solar system is installed, your previous, current or any future Retailer will provide the Department with information about your electricity usage including copies of your electricity bills, as well as other information to assist the Department administer the Program
- throughout the Program, you may provide your feedback about your experience with the Program, including comments about issues raised and actions taken to address these issues
- when the Department otherwise requests your personal information and you provide this information. You should review the Program application forms for additional information which include forms where you provide consent for third parties to provide your personal information to the Department (including those described below).

Is providing personal information a requirement to apply and participate in the Program?

Participation in the Program is voluntary. However, if you decide to participate, unless otherwise noted, all personal information requested directly from you must be provided to participate in the Program.

Some personal information requested is not marked in the Program forms as 'required'. You do not need to provide this information to participate in the Program, yet it would assist the Department to further evaluate the Program.

Why is the Department collecting my personal information? How will it be used?

The Department is collecting your personal information to assess your eligibility for the Program, to administer the Program, carry out any compliance related to the Program, evaluate the Program, and enable it to work with the Solar Installers who are responsible for delivering the program.

The Department will use your personal information in a way that is consistent with these purposes. This can include:

- to assess your eligibility for the Program
- to assess your eligibility for the Low Income Household Rebate (**LIHR**)
- to stop LIHR payments
- to contact you to discuss administration of the Program
- to pre-populate forms

- to seek your feedback on the Program.

Will the Department disclose my personal information to any third party?

The Department will disclose some of your personal information to third parties in some circumstances. This will occur:

- after you submit an eligibility application, which will provide your consent for the Department to disclose:
 - your CRN or DVA number, name and address to the Commonwealth Department of Human Services to conduct a Centrelink Confirmation eServices check
 - your name, address, contact number and if you are eligible for the Program, to the Solar Installer in your area. The Solar Installer will use this information to contact you to conduct an assessment of your house. The outcome of this assessment will be provided to the Department to determine your suitability for the Program.
- after you submit forms at the consent stage, which will provide your consent for the Department to disclose:
 - to your current or any future Retailer: your completed 'Authority to release electricity bill and usage data' form. This will give consent for your Retailer to send your electricity metering data and bills to the Department for three years
 - to your previous, current or any future Retailer: your completed Authority to stop payment of Low Income Household Rebate and Notify of change of circumstances' form. In accordance with this form, Retailers will continue to provide further information to the Department to determine your eligibility for the LIHR in future
- if you receive a solar system, the Department will disclose your NMI and the fact that you are a participant in the Program to your current or any future Retailer for a period of 10 years
- if the Department otherwise seeks your consent to disclose your personal information to any party and you provide that consent
- when it is otherwise necessary to give effect to, and be consistent with, the purposes of the Program, the Department may disclose your personal information to your Solar Installer, current or previous Retailer, or any other NSW Government agency.

The Department will not disclose your personal information to anybody else, unless there is a relevant exemption under the Privacy Act, or the Department is required to do so otherwise by law.

How will my personal information be stored? Can I access it?

As outlined above, by using SurveyMonkey Apply, your personal information will be provided to the Department through SurveyMonkey Apply. Any information you provide through SurveyMonkey Apply will be subject to their terms of service and privacy policy, which include details about how this information will be stored.

Any personal information that the Department receives is held in a secure and encrypted database with access limited.

You have the right to access the personal information that the Department holds about you. You also have a right to request that the Department updates or amends this information. If you would like more information, then please email: solarforlowincome.program@planning.nsw.gov.au

Where do I get more information about privacy?

If you have any questions about this Privacy Notice or have any further questions about your privacy then please email solarforlowincome.program@planning.nsw.gov.au.