



PRIVACY POLICY

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1 Our Commitment

CovaU Pty Limited (referred to as "CovaU"/"we"/"our"/"ours"/"us") is committed to preserving and respecting our customers' privacy by complying with the provisions contained in the Privacy Act 1988 (Cth), and being guided by the 13 Australian Privacy Principles (APPs).

The Privacy Policy (referred to as "the policy") applies to all actions taken by us, and explains how we manage personal information collected or held by us.

2 Collection of Personal Information

2.1 Information We Collect

We collect personal information about you including but not limited to contact information, credit card details, and any other personal information required for us to be able to provide our services to you.

We may also collect personal information (such as contact details) about persons who are not our customers, including former customers, persons who enter competitions and or promotions as well as persons who provide personal information about others (for example, when referring customers to us).

We will notify you of the collection of your personal information.

2.2 Sensitive Information

We do not collect sensitive information such as customer's race, religion, beliefs or sexual preference not including where you have consented, where we are permitted or required by law to do so.

2.3 Calling Number Identification

We also collect calling line identification (CLI) information in relation to every telephone call placed to our dial-up servers. We collect this information regardless of whether customers have requested the blocking of their CLI. This means that information regarding which telephone number is being used to access our dial-up service is stored by us in relation to each access. CLI information is for fraud prevention, billing, call management, and credit control. We do not use your CLI information for marketing purposes.

2.4 Recording of Calls

We record and monitor telephone calls for training, service quality control and compliance purposes.

Telephone calls to our sales and customer service departments are recorded as a matter of

course. A recorded announcement when the call is placed will alert the caller that the call may be recorded.

Telephone calls from our sales and customer service departments are recorded as a matter of course. When the call is placed our representative will alert the caller that the call is being recorded.

3 What Happens if A Customer Chooses Not to Provide Information?

You do not have to give us your personal information. However, if you choose not to, we will be unable to provide you with our services.

4 Use of Personal Information

We use personal information:

- to identify you so that we can provide services to you;
- administer our provisions of services (such as sending you your utility bill and collecting on any amounts owed);
- for billing and credit control purposes;
- to improve the services, we provide for you and to inform you about any improvements or changes in our services;
- to market other services that we or third parties intend to offer;
- to investigate possible fraud and any illegal activity;
- for our legal, regulatory reporting and compliance requirements; and
- to comply with our legal obligations, including instances where we are required or permitted by our retail authority to do so, such as to any law enforcement agency.

5 Direct Marketing

We may use your information to inform you of other CovaU products, services or bundle offers.

We may tell you about our products and services or bundle offers via direct mail, electronic direct mail, unsolicited telemarketing calls, SMS, or any other means of direct communication.

Unless you have advised us that you do not want to receive SMS and telemarketing calls from us, we may send SMS and make telemarketing calls to your telephone numbers, or unless your telephone numbers are listed on the National Do Not Call Register. Once your number is listed on the National Do Not Call Register, the registration becomes effective after 30 days. From that date, we are required to cease making unsolicited SMS and marketing calls to your number.

You may choose to opt out of receiving direct marketing (including unsolicited SMS and telemarketing calls) by contacting us at support@covau.com.au or also by calling 1300 689 866.

We are committed to preserving and respecting our customers by complying with the unsolicited telemarketing calls or any other means of direct communication in the Spam Act 2003. This applies to our English and Non-English Direct Marketing.

6 Disclosure of Personal Information

Before disclosing any personal information, you or your authorised person acting on your behalf will need to answer a set of privacy questions to verify your identity and access to this information.

7 Disclosure of Personal Information to Overseas Offices

We may disclose your personal information to our related companies located outside Australia ("overseas recipients"), including our call centre, collections, and business departments. This disclosure is made solely for the purpose of providing you with better services, managing your account, and supporting our business operations. Access to personal information overseas is secured through a Virtual Private Network (VPN) and protected by the same security measures we apply in Australia, including access controls and data protection protocols.

Such disclosures are conducted in accordance with the 13 Australian Privacy Principles and is protected in a manner substantially similar to the protections under Australian privacy law. We take reasonable steps to ensure that overseas recipients handle personal information in a manner consistent with our privacy obligations. Personal information will only be transferred where it is necessary for business operations and where adequate protection of that information can be assured.

8 Disclosure of Personal Information to Third Parties

Generally, we will not disclose personal information we collect about you to any third parties without your prior consent. Similarly, we will not market any information we collect back about our customers.

However, depending on the product or service or issue concerned, we may disclose personal information about you (subject to confidentiality agreements where appropriate):

- to service providers who provide services to us, such as providers of billing, credit collection, help desk and support services;

- to sell, deliver and market energy service to you;
- to service providers who provide a service to you such as electricity networks or gas distributors and relevant electrical or gas contractors;
- to credit reporting agencies;
- to third parties where you have given consent to the disclosure;
- to government, law enforcement and regulatory bodies where this is necessary for us to comply with our legal obligations.
- to parties to whom we sell all or part of our assets or business.

9 Non-Identifying Information

We may collect (and provide to third parties) information about the way you browse our website or other information on the Internet. This information cannot be used to identify any individual customer or visit or to our website. The information is used to collect and analyse statistics relating to browsing behavior for marketing and development purposes. For example, we may use such information to make improvements to our website.

10 Customer Access and Correct Information

We will take all reasonable steps to ensure that all personal information which we collect, use, or disclose is accurate, complete, and up to date.

You may access and update certain personal information (such as contact details) by securely logging onto the following channels:

- CovaU website
- CovaU energy app

If you wish to access the information we hold about you, you can contact our Privacy Compliance Officer and please attention your email to CovaU's Privacy Compliance officer (Please refer to Contact Details), and we will respond within 30 calendar days. A handling fee may be charged to cover the cost of us accessing and providing you with the required information as this process can be quite long and may require additional staff. You can also request that inaccurate, incomplete, or outdated information requires to be corrected or updated.

11 Security

We take all reasonable steps to protect the security of the personal information that we hold. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy.

The reasonable steps to ensure the quality of personal information are applied at two distinct points in the information handling cycle: at the time the information is collected, and at the time the information is used or disclosed.

Customers are made aware that the Internet is not a secure environment. If they use the Internet to send us information, including their email address, it is sent at their own risk.

12 Complaints and Further Information

If you have any complaints about our privacy practices or would like any further information regarding the privacy of your personal details, you can contact our Privacy Compliance Officer.

To reach out to us or report, please contact our Privacy Compliance Officer at the contact details in the section 13.1.

Upon receiving your complaint, CovaU will:

- Acknowledge your complaint promptly, assigning a unique Reference Number for further communication.
- Collect your details and document your complaint for a thorough understanding.
- Inform you that a detailed record of our process is available on the CovaU website.
- Commit to reviewing your complaint within a reasonable timeframe.
- Keep you updated throughout the resolution process.
- Consult with you as needed and inform you promptly upon resolution.
- Propose practical changes to prevent future issues, showing our commitment to continuous improvement.

If you are unhappy with the outcome of the enquiry into your complaint, you can contact the relevant state Energy Ombudsman which is an independent and free service.

Energy and Water Ombudsman NSW www.ewon.com.au	1800 246 545
Energy and Water Ombudsman Queensland www.ewoq.com.au	1800 662 837
Energy and Water Ombudsman South Australia www.ewosa.com.au	1800 665 565
ACT Civil & Administrative Tribunal www.acat.act.gov.au/	(02) 6207 1740
Energy Ombudsman Tasmania www.energyombudsman.tas.gov.au	1800 001 170
Energy and Water Ombudsman Victoria www.ewov.com.au	1800 500 509

13 Contact Details

13.1 Contact Details for our Privacy Compliance Officer

- Telephone: 1300 689 866
- E-mail: support@covau.com.au
- Postal Address: PO Box R241, Royal Exchange, NSW 1225

To ensure a prompt response to your report, please address all written correspondence to 'Attention: Privacy Compliance Officer'.

13.2 Translation and Interpretation Services

If you require assistance in translating or interpreting the options available, please contact the Translator and Interpreter Service (TIS)

- TIS National: 131 450 and ask to be connected to the CovaU Customer Service team on 1300 689 866.

Interpreter Service
Call 131 450

Servizio interpreti
Servicio de Intérpretes
خدمة المترجم الفوري
Dịch vụ phiên dịch
口译服务
Υπηρεσία Διερμηνεία

14 Updating Our Privacy Policy

We may revise or update our Privacy Policy occasionally. When we change our Privacy Policy, we update it on our website. Please visit our website regularly to review our Privacy Policy for any changes.