



PRIVACY POLICY

Protecting your Privacy

Energy Resources Corporation (ERC) is committed to ensuring that your privacy is respected and maintained at all times. ERC complies with the Privacy Laws and the National Privacy Principles as well as our existing obligations of confidentiality.

This Privacy Statement explains how ERC collect personal information and how we maintain, use and disclose that information. It also provides some detail about your privacy rights along with our general rights and obligations in relation to the personal information we keep on record.

Personal information is any information or an opinion about you. It may range from the very sensitive (e.g. medical history or condition) to the everyday (e.g. name, address and phone number). It would include the opinions of others about your work performance, your work experience and qualifications, aptitude and psychological assessment results and other information obtained by us in connection with your possible work placements.

Sensitive information can, in most cases, only be disclosed with your consent. We do not actively seek to collect sensitive information unless it is necessary for our business purposes. If we do have to collect sensitive information, we will do so in accordance with the National Privacy Principles.

Who will be collecting your Personal and Sensitive Information?

Your personal and sensitive information will be collected by ERC for its own use and on behalf of other members of ERC, who might require access to your personal and sensitive information in connection with your work placements.

How your Information will be collected Personal and sensitive information will be collected from you directly when you converse with one of our staff members or complete an ERC form. At this time you will complete our recruitment and/or employment paperwork

How does ERC Protect the Security of your Information

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification and disclosure.

We have a number of safety measures in place to protect your information. For example, your personal information is stored in secured offices and in computerised databases which require a log in and password to gain access. Access to the database is only available to those who require such access. ERC's contracted IT company, Mullins IT, ensure secure systems are in place and protected by appropriate anti-virus software.



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All staff are bound by a confidentiality agreement regarding company and customer information and any additional confidential information as outlined in section 8.6 of the National Electricity Rules dated 27 April 2023. ERC complies with all obligations of the NERL in accordance with the documented guidelines and procedures.

Visitors to our premises are always accompanied by a member of staff for the duration of the visit and are not permitted access to ERC databases. We use secure methods to destroy or de-identify personal information as soon as the law permits and provided that the information is no longer required by ERC.

AEMO Confidential information

Energy Resources Corporation (ERC) will use all reasonable endeavours to maintain confidentiality of any confidential information in the possession or control of ERC or that ERC becomes aware of as a Registered Participant.

As a Registered Participant ERC will not disclose confidential to any person except as permitted by the Rules.

ERC will not use or reproduce confidential information for the purpose for which it was disclosed or another purpose anticipated by the Rules.

ERC will not permit unauthorised persons to have access to confidential information

As a Registered Participant, ERC will use all reasonable endeavours to;

- prevent unauthorised access to confidential information which is in the possession or control of ERC;
- to ensure that any person to whom it discloses confidential information observes the provisions of this rule 8.6 (NER version 227) in relation to that information.
- ERC understands that in application for the purposes of Part C (clause 8.6.1 NER) only, "Registered Participant" is deemed to include not just Registered Participants but also Metering Providers, Metering Data Providers, Embedded Network Managers, Third Party B2B Participants and project developers.

Rule 8.6 does not prevent:

- the disclosure, reproduction or use of information if the relevant information is at the time generally and publicly available other than as a result of breach of confidence by the Registered Participant who wishes to disclose, use or reproduce the information or any person to whom the Registered Participant has disclosed the information;



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- the disclosure of information by ERC as a Registered Participant to an employee or officer of ERC or a related body corporate of the ERC, or a legal or other professional adviser, auditor or other consultant of ERC, which require the information for the purposes of the Rules, or for the purpose of advising the ERC or ERC's Registered Participants.
- the disclosure of NMI Standing Data or the provision of means to gain electronic access to that data by a Customer or the Customer's Discloses to a person who requires the NMI Standing Data for (NER Chapter 8, version 227, Administrative Functions) the purposes of providing services in connection with the Customer's sale of electricity to end users.
- the disclosure, use or reproduction of information with the consent of the person or persons who provided the relevant information under the Rules.
- the disclosure, use or reproduction of information to the extent required by law or by a lawful requirement of any government or governmental body, authority or agency having jurisdiction over a Registered Participant or its related bodies corporate; or any stock exchange having jurisdiction over a Registered Participant or its related bodies corporate;
- the disclosure, use or reproduction of information if required in connection with legal proceedings, arbitration, expert determination or other dispute resolution mechanism relating to the Rules, or for the purpose of advising a person in relation thereto.
- the disclosure, use or reproduction of information which is trivial in nature.
- the disclosure of information if required to protect the safety of personnel or equipment;
- the disclosure, use or reproduction of information by or on behalf of a Registered Participant to the extent reasonably required in connection with the Registered Participant's financing arrangements, investment in that Registered Participant or a disposal of that Registered Participant's assets.
- the disclosure of information to the AER, the AEMC or the ACCC or any other regulatory authority having jurisdiction over a Registered Participant, pursuant to the Rules or otherwise;
- the disclosure, use or reproduction of information of an historical nature in connection with the preparation and giving of reports under the Rules.
- the disclosure, use or reproduction of information as an unidentifiable component of an aggregate sum.



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- the publication of a profile.
- In the case of a disclosure under clauses 8.6.2(b), 8.6.2(b1), 8.6.2(h), prior to making the disclosure ERC as the Registered Participant that wishes to make the disclosure will inform the proposed recipient of the confidentiality of the (NER, Chapter 8, version 227).
- ERC as a Registered Participant must indemnify the AER, the AEMC and AEMO against any claim, action, damage, loss, liability, expense or outgoing which the AER, the AEMC or AEMO pays, suffers, incurs or is liable for in respect of any breach by that ERC or any, Administrative functions, information and will take appropriate precautions to ensure that the proposed recipient keeps the information confidential in accordance with the provisions of this rule 8.6 (NER version 227) and does not use the information for any purpose other than that permitted under clause 8.6.1.

Entitlement to metering data and access to metering installation. Metering data may only be provided as required by and in accordance with the Rules and procedures authorised by AEMO under Chapter 7 of the National Energy Rules version 227.

The only persons entitled to access energy data or to receive metering data, NMI Standing Data, settlements ready data or data from the metering register for a metering installation are:

- (1) Registered Participants with a financial interest in the metering installation or the energy measured by that metering installation;
- (2) the Metering Coordinator or a person previously appointed in respect of the connection point for that metering installation, as required in connection with a Metering Coordinator default event in accordance with procedures authorised under the Rules;
- (3) the Metering Provider appointed with respect to that metering installation;
- (4) the Metering Data Provider or a person who was previously appointed with respect to that metering installation, as required in accordance with the Rules and procedures authorised under the Rules;
- (5) in relation to a metering installation at a connection point in a regulated SAPS, in addition to the Metering Data Provider referred to in subparagraph (4), a Metering Data Provider or previous Metering Data Provider appointed with respect to a metering installation at a



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market connection point for a market generating unit in the regulated SAPS, as required in accordance with the Rules and procedures authorised under the Rules;

- (6) AEMO and its authorised agents; and
- (7) in relation to CDR data, a person who is authorised to access or receive that data in accordance with the CDR provisions;
- (8) in relation to a metering installation at a child connection point, an Embedded Network Manager
- (9) in relation to a metering installation at a child connection point, an Embedded Network Manager
- (10) Jurisdictional Regulators or the AER may access or receive metering data, settlements ready data, NMI Standing Data, and data from the metering register for a metering installation.

In addition to the persons listed, the following persons may access or receive metering data or NMI Standing Data in accordance with the Rules and procedures authorised under the Rules;

- (1) a retail customer or customer authorised representative, upon request by that retail customer or its customer authorised representative to the retailer or Distribution Network Service Provider in relation to that retail customer's metering installation in accordance with the metering data provision procedures.
- (2) if a small customer has consented to a person accessing the metering data from its small customer metering installation in accordance with clause 7.15.4(b)(3), to that person.
- (3) a large customer or a customer authorised representative, in relation to metering data from the metering installation in respect of the connection point of the large customer.
- (4) the energy ombudsman in accordance with paragraphs 7.11.1(i) – (k) (NER, version 227).
- (5) an Exempt Embedded Network Service Provider in relation to a metering installation at a child connection point on its network (NER, chapter 7, version 227 Metering Page).



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In addition to the persons listed in paragraphs, a retailer may access and receive NMI Standing Data.

Baseline data is confidential and must be treated as confidential information in accordance with the Rules.

For the purposes of clause 8.6.2(c) (NER, version 227), the retail customer for the connection point for a wholesale demand response unit is deemed to have provided the baseline data relating to the wholesale demand response unit. A Demand Response Service Provider for a wholesale demand response unit must if requested by the retail customer at the connection point for the wholesale demand response unit provide to the retail customer the baseline data relating to the wholesale demand response unit. AEMO must provide baseline data and access to baseline data in accordance with paragraphs (e) and (f) (clause 7.15.6, NER, version 227). A Demand Response Service Provider may access and receive baseline data relating to its wholesale demand response units and a retailer may access and receive baseline data relating to a wholesale demand response unit if the retailer is the financially responsible Market Participant for the connection point for the wholesale demand response unit.