

# Privacy Policy

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## 1. COMMITMENT TO PRIVACY

Starcorp Energy Pty Ltd (“Starcorp Energy”, “we”, “us”, or “our”) recognizes that your privacy is important. This document outlines the types of personal information we receive and collect when you use the Starcorp Energy website, as well as some of the steps we take to safeguard that information. We hope this policy assists you in making an informed decision about sharing personal information with us.

Starcorp Energy strives to maintain the highest standards of decency, fairness, and integrity in all our operations. Likewise, we are dedicated to protecting the privacy of our customers, consumers, and online visitors.

We are committed to complying with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)** that govern the collection, use, disclosure, storage, and management of personal information in Australia.

## 2. COLLECTION OF PERSONAL INFORMATION

Starcorp Energy Pty Ltd collects personally identifiable information from visitors to our website and customers only on a voluntary basis. Personal information collected on a voluntary basis may include, but is not limited to:

- Name
- Postal address
- Email address
- Company name
- Telephone number

This information is collected when you request information from us, participate in a promotion, sign up for our email list, or request a service or product. We may also send you marketing communications by email or mobile SMS.

If, at any time and for any reason, you no longer wish to receive communications from us, please visit our **“Contact Us”** page and provide your details, clearly advising which form(s) of communication you wish to opt out of. Once received and reviewed, we will promptly remove you from those communication channels.

The information collected is internally reviewed, used to improve the content of our website, notify visitors of updates, and respond to inquiries. Once information is reviewed, it is either securely discarded or retained in accordance with our record-keeping policies.

Personal information received from any visitor will be used only for internal purposes and will not be sold or provided to third parties, except as outlined in this policy.

## 3. USE OF COOKIES AND WEB BEACONS

We may use cookies to help personalize your online experience. Cookies are identifiers transferred to your computer’s hard drive through your web browser to enable our systems to recognize your browser.

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You have the ability to accept or decline cookies by modifying your browser settings; however, if you choose to decline cookies, you may not be able to fully experience the interactive features of the site. Web beacons (transparent image files) may also be used to monitor your journey through our website or a collection of sites. These may be used in association with cookies to understand how visitors interact with pages and content.

We may serve third-party advertisements that use cookies and web beacons for analytics purposes. No personally identifiable information you provide to us is shared with those third parties.

Some third-party advertisements may be provided by Google, which uses the **DART cookie** to serve ads based on your visits to this site and other websites. You may opt out of the use of the DART cookie by visiting the Google Ad and Content Network Privacy Policy.

#### 4. CHILDREN'S PRIVACY

This website is directed to adults and is not intended for children under the age of 13. We operate in compliance with the **Children's Online Privacy Protection Act** and do not knowingly collect or use personal information from anyone under 13 years of age.

#### 5. NON-PERSONAL INFORMATION

In some cases, we may collect information that is not personally identifiable. This may include data such as browser type, operating system, and website usage patterns. This information is used to analyze trends, administer the site, track user movements, and gather demographic data for internal use only. It is not shared with other organizations for commercial purposes.

#### 6. RELEASE OF INFORMATION

If Starcorp Energy Pty Ltd is sold or undergoes a business transfer, the information obtained from you through your voluntary participation on our site may transfer to the new owner to ensure continuity of service. In that event, notice of the change will be posted on our website, and we will make reasonable efforts to ensure that the purchaser honours any opt-out requests.

#### 7. CREDIT INFORMATION AND CREDIT REPORTING

By applying for, or continuing to receive, products or services from **Starcorp Energy**, you acknowledge and consent to Starcorp Energy (and its related entities, agents, or service providers) obtaining, using, and disclosing information about your **credit history** for the purposes set out below.

##### **Purpose of Accessing Credit Information**

You consent to Starcorp Energy obtaining a copy of your consumer credit report and/or credit information from a credit reporting body for the purpose of:

- Assessing your application for credit, billing services, or related products;
- Managing your account or ongoing credit arrangements;
- Assisting in the collection of overdue payments; and
- Verifying your identity and eligibility for financial hardship or payment plans.

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## **Disclosure to Credit Reporting Bodies**

You acknowledge that Starcorp Energy may disclose certain personal and credit-related information to one or more credit reporting bodies, as permitted under the **Privacy Act 1988 (Cth)**, including but not limited to information about:

- Payment defaults or serious credit infringements;
- Payments made on your account; and
- The credit limits or terms associated with your account.

## **Your Rights**

You have the right to:

- Request access to, or correction of, your personal and credit information held by Starcorp Energy;
- Request that credit reporting bodies do not use your credit information for direct marketing purposes; and
- Request that credit reporting bodies place a ban on releasing your credit information if you believe you are a victim of fraud.

All such requests should be made in writing to our Privacy Officer using the contact details provided below.

## **8. ACCESS, CORRECTION, AND REMOVAL OF INFORMATION**

If you have submitted personal information through our website or directly to Starcorp Energy and would like to update, correct, or delete that information, please contact us through our **Contact Us** page or via the details provided at the end of this policy. We will respond to your request in accordance with the **Australian Privacy Principles (APP 12 and 13)**.

## **9. UPDATES AND EFFECTIVE DATE**

Starcorp Energy Pty Ltd reserves the right to amend this Privacy Policy from time to time. If there is a material change in our privacy practices, we will post a notice on our website indicating that our practices have changed and provide a link to the new Privacy Policy. We encourage you to review this policy periodically.

## **10. AGREEING TO TERMS**

and our services, you acknowledge that you have read and agree to this Privacy Policy. If you do not agree, please do not use this site or any services offered through it.

## **11. CONTACT INFORMATION**

If you have any questions, concerns, or requests relating to this Privacy Policy or your personal information, please contact:

### **Privacy Officer**

Starcorp Energy Pty Ltd  
Po Box 1268 North Lakes, Qld 4509  
Email: [billing@starcorpenergy.com.au](mailto:billing@starcorpenergy.com.au)  
Phone: 1300 33 7827