



HomeEnergyAdviceTeam

PO Box 3142
Manuka ACT 2603
Phone: (02) 6260 6165
Fax: (02) 6260 6555
www.heat.net.au
info@heat.net.au

HOME ENERGY ADVICE TEAM PRIVACY POLICY

HOME ENERGY ADVICE TEAM (HEAT) respects the privacy rights of all individuals accessing all and any HEAT services including the **HEAT** website and acts within accordance of the [Privacy Act 1988 \(Cth\)](#). We also abide by the [Guidelines for Federal and ACT Government World Wide Web Sites](#) issued by the Australian Privacy Commissioner.

When do we collect personal information?

We only collect information that you volunteer to us; that could be in a range of the following contexts:

- Information required for energy efficiency advice over the phone.
- Information provided to book a free energy efficiency consultation or workshop.
- Information essential to book a home energy audit, such as bill data etc.

What do we do with your information?

Any information that you provide to us will be used for the purpose of dealing with your request or enquiry and for evaluation studies of the program. We will only keep your personal information when we consider it necessary for one of the purposes for which you have disclosed it. **HOME ENERGY ADVICE TEAM (HEAT)** will dispose of such information when it has no further need to use it, at your request, or if it is required by law to do so.

What do we do to safeguard personal information?

We will take all reasonable steps to maintain the security of any personal information we receive, including the use of:

- Secure servers
- Locked file cabinets
- Firewalls

Can I access or update my information?

You may access any personal information we hold about you at any time, to do this please contact the information officer on info@heat.net.au, or see contact details below during business hours. Please let us know if your details change and we will make every effort to keep any personal information held up to date and accurate.

To notify us of any changes please contact the individual to whom the information was first provided, or contact our information officer on info@heat.net.au, or see contact details below.

Contacting us

If you have any questions about our privacy policy, or a complaint about how **HEAT** handles personal information, please feel free to contact us on the details above.

