

Privacy Policy

Last Updated: 14/03/2024

1. Introduction

PowerSmart Solutions Pty Ltd ("PowerSmart Solutions", "we", "our", or "us") is committed to protecting your privacy and handling your personal information in an open and transparent manner.

This Privacy Policy explains how we collect, use, disclose, store and protect your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles ("APPs").

By accessing our website, requesting a quotation, purchasing products or services, creating an account, using monitoring services, or otherwise interacting with us, you consent to the collection, use and disclosure of your information as described in this Privacy Policy.

2. Personal Information We Collect

We may collect personal information that is reasonably necessary to provide our products and services, including:

Customer Information

- Full name
- Residential and postal address
- Email address
- Telephone number
- Business name (where applicable)
- ABN (where applicable)

Installation and Service Information

- Property details
- Site photographs
- Electrical infrastructure information
- Energy consumption information
- Solar system design information
- Installation records
- Warranty information
- Service and maintenance records

Product and Monitoring Information

- Equipment serial numbers
- Device identifiers
- Monitoring account information
- Energy generation data
- Energy consumption data
- Battery performance data
- EV charger usage data
- System alerts and fault notifications
- Firmware and software information

Financial Information

Where required, we may collect information necessary for payment processing, financing applications, rebates and government incentive programs.

Website Information

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Operating system
- Device information
- Website pages visited
- Time and date of access
- Referring website information
- General geographic location

3. How We Collect Personal Information

We may collect personal information directly from you when you:

- Contact us
- Request a quotation
- Purchase products or services
- Submit an enquiry
- Register a monitoring account
- Request customer support
- Complete online forms
- Participate in promotions or surveys
- Visit our website

We may also collect information from:

- Equipment manufacturers
- Monitoring platform providers
- Finance providers
- Government agencies
- Energy retailers
- Electricity network operators
- Contractors and service providers
- Publicly available sources

4. Why We Collect Personal Information

We collect and use personal information to:

- Provide products and services
- Design, install and commission systems
- Manage customer accounts
- Process payments
- Deliver technical support
- Monitor system performance
- Conduct maintenance and repairs
- Administer warranties
- Respond to enquiries and complaints
- Improve our products and services
- Meet legal and regulatory obligations
- Manage safety and compliance requirements
- Communicate with customers regarding services and products

5. Marketing Communications

We may send information regarding products, services, promotions, industry updates and special offers that may be of interest to you.

You may opt out of receiving marketing communications at any time by:

- Clicking the unsubscribe link in electronic communications;
- Contacting us directly; or
- Updating your communication preferences.

We will not sell your personal information to third parties for marketing purposes.

6. Solar Monitoring and Third-Party Platforms

To provide installation, commissioning, monitoring, diagnostics, maintenance, technical support, warranty administration, performance reporting and related services, PowerSmart Solutions may connect your solar system, battery storage system, electric vehicle charger, hot water system, energy management system or related equipment to online monitoring platforms operated by equipment manufacturers or authorised third-party providers.

These platforms may include, without limitation:

- Sungrow iSolarCloud
- Fronius Solar.web
- SolarEdge Monitoring
- Enphase Enlighten
- Tesla
- GoodWe SEMS Portal
- Sigenergy
- Catch Power
- Reclaim Energy
- Amber Electric
- Other manufacturer-operated or third-party monitoring systems

By engaging our services, you acknowledge and agree that:

- Monitoring accounts may be created and managed on your behalf where required.
- Personal information and system information may be shared with manufacturers and monitoring providers.
- Device information, serial numbers, installation details, site location data, energy generation and consumption data, battery performance information, software status information and fault notifications may be collected, transmitted, stored and processed by those providers.
- PowerSmart Solutions may access monitoring platforms and related system information for commissioning, diagnostics, technical support, maintenance, warranty administration and performance optimisation purposes.
- Monitoring platforms may store information on servers located within Australia or overseas.
- The collection, storage, processing and security of information by third-party providers is governed by their respective privacy policies and terms of use.

PowerSmart Solutions does not own or control third-party monitoring platforms and is not responsible for their privacy practices, security measures, availability, functionality, operational decisions or data management procedures.

Customers are encouraged to review the privacy policies and terms of use of relevant manufacturers and service providers. If monitoring access is removed or disabled, certain services including remote diagnostics, software updates, performance monitoring, warranty support and fault detection may be unavailable.

7. Overseas Disclosure of Personal Information

Many manufacturers, monitoring providers, cloud service providers and software vendors used by PowerSmart Solutions operate internationally.

As a result, personal information and system data may be transferred to, stored in or processed in countries outside Australia, including but not limited to:

- United States
- China
- Germany
- Singapore
- Netherlands
- Other countries where service providers maintain operations or data centres

By using our products and services, you consent to the overseas disclosure, storage and processing of your information where reasonably necessary for service delivery.

Where overseas disclosure occurs, we take reasonable steps to ensure service providers maintain appropriate privacy and security standards.

8. Website Analytics and Cookies

Our website uses cookies and similar technologies to improve functionality and user experience.

Cookies help us:

- Remember preferences
- Improve website performance
- Analyse visitor behaviour
- Deliver relevant content

You may disable cookies through your browser settings, however some website functions may not operate correctly.

9. Google Analytics

Our website may use Google Analytics and similar services to collect website usage information.

Google Analytics may collect:

- IP address information
- Device information
- Website interaction data
- Referral sources
- Visitor behaviour data

This information helps us improve website performance and customer experience.

Further information can be found in Google's Privacy Policy.

10. Social Media

Our website may contain links to third-party social media platforms including:

- Facebook
- Instagram
- LinkedIn
- YouTube
- X (formerly Twitter)

If you interact with these services, the relevant platform may collect information regarding your activities.

PowerSmart Solutions is not responsible for the privacy practices of social media providers.

11. Disclosure of Personal Information

We may disclose personal information to:

- Equipment manufacturers
- Monitoring platform providers
- Installation contractors
- Service technicians

- Finance providers
- Energy retailers
- Electricity distributors
- Government agencies
- Regulatory authorities
- Professional advisers
- Cloud and software providers
- Payment processing providers

We only disclose information where reasonably necessary to provide services or where required by law.

12. Data Security

PowerSmart Solutions takes reasonable steps to protect personal information from:

- Unauthorised access
- Misuse
- Loss
- Interference
- Modification
- Disclosure

Security measures may include:

- Password protection
- Access controls
- Secure cloud services
- Staff confidentiality obligations
- Cybersecurity safeguards

While reasonable safeguards are implemented, no method of transmission over the internet can be guaranteed as completely secure.

13. Data Retention

We retain personal information only for as long as reasonably necessary to:

- Provide services
- Meet warranty obligations
- Comply with legal requirements
- Resolve disputes
- Maintain business records

When information is no longer required, we take reasonable steps to securely destroy or de-identify it.

14. Access and Correction

You may request access to personal information we hold about you and request corrections if the information is inaccurate, incomplete or out of date.

Requests should be submitted using the contact details below.

We may require proof of identity before providing access.

In limited circumstances permitted by law, access may be refused.

15. Privacy Complaints

If you believe we have breached your privacy rights, you may submit a complaint by contacting us.

We will investigate and respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).
Website: www.oaic.gov.au

16. Changes to this Privacy Policy

We may update this Privacy Policy from time to time.
Any revised version will be published on our website and will take effect immediately upon publication.
Your continued use of our website, products or services constitutes acceptance of any revised Privacy Policy.

17. Contact Us

For privacy enquiries, access requests, correction requests or complaints, please contact:

Attention: Privacy Officer

PowerSmart Solutions Pty Ltd
PO Box 393,
Banyo QLD 4014
Phone: 1300 800 963
Email: solar@powersmartsolutions.com.au
Business Hours: Monday to Friday

Customer Acknowledgement

By accessing our website, requesting a quotation, purchasing products or services, using monitoring services, creating an account or otherwise interacting with PowerSmart Solutions, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, disclosure, storage, processing and overseas transfer of your personal information and system data as described in this Privacy Policy.