

Privacy Policy

Planet Green Australia Pty Ltd ("we," "our," or "us") is dedicated to safeguarding your personal information and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit our website www.planetgreenaustralia.com.au (the "Site"). By using the Site, you consent to this Privacy Policy.

We adhere to the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, and the **Australian Consumer Law (ACL)** to ensure compliance with Australian standards for privacy and consumer protection.

1. Information We Collect

We may collect and process the following types of personal information:

- **Personal Identification Information:** Name, email address, phone number, and other details you provide when filling out forms on our Site.
 - **Technical Data:** IP address, browser type, operating system, and information about your visit, including pages viewed and links clicked.
 - **Cookies and Tracking Data:** Information collected through cookies and similar tracking technologies to improve your browsing experience.
 - **VEU Program Information:** Private information collected specifically for the creation of **Victorian Energy Efficiency Certificates (VEECs)** under the **Victorian Energy Upgrades (VEU) Program**.
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2. How We Use Your Information

We use the information we collect for purposes including:

- Providing and maintaining our Site.
- Responding to your inquiries and processing your requests.
- Personalizing your experience on our Site.
- Sending updates, promotional materials, or other communications (if you have opted in).
- Complying with legal obligations and protecting our rights.
- Facilitating the creation of **Victorian Energy Efficiency Certificates (VEECs)** under the **VEU Program**.

3. Disclosure of Your Information

We do not sell, rent, or trade your personal information. However, we may disclose your information:

- To service providers who assist us in operating our Site and delivering services.
- To regulatory bodies such as the **Essential Services Commission (ESC)**, as required for the VEU Program.
- If required by law, regulation, or legal process.
- To protect the rights, property, or safety of our company, users, or others.

4. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, use, or disclosure. However, no data transmission over the internet is completely secure, and we cannot guarantee the absolute security of your information.

5. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience on our Site. You can manage your cookie preferences through your browser settings. Please note that disabling cookies may limit the functionality of our Site.

6. Third-Party Links

Our Site may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. Please review their privacy policies before providing any personal information.

7. Your Rights

Depending on your location, you may have the following rights concerning your personal information:

- Access and request a copy of the information we hold about you.
- Request corrections to your personal information.

- Withdraw consent where processing is based on consent.
- Lodge a complaint with a relevant data protection authority or the **Office of the Victorian Information Commissioner (OVIC)**.

To exercise these rights, please contact us at admin@planetgreenaustralia.com.au

8. Cross-Border Data Transfers

If your information is transferred outside your country, we ensure it is protected by appropriate safeguards or applicable data protection laws.

9. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page, and the "Effective Date" will be updated accordingly. Please review this policy periodically to stay informed about how we protect your information.

10. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at:

- **Email:** admin@planetgreenaustralia.com.au
 - **Phone:** 1300 515 467
 - **Address:** 16 Prime St, Thomastown VIC 3074
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Thank you for trusting us with your personal information. We are committed to safeguarding your privacy.