



BASELINE
— ENERGY —

baselineenergy.com.au

team@baselineenergy.com.au

ABN 11 697 207 300

Privacy Policy

Baseline Energy Pty Ltd

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Baseline Energy Pty Ltd (“Baseline Energy”, “we”, “our” or “us”) is committed to protecting the privacy and confidentiality of personal and commercial information collected in connection with our energy advisory, brokerage and procurement services.

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

1. Information We Collect

Baseline Energy may collect and hold personal, commercial and energy-related information including:

- customer and business contact details;
- company names, ABNs and billing information;
- electricity account and retailer information;
- National Metering Identifier (NMI) details;
- interval and consumption data;
- energy usage and billing history;
- metering and network information;
- contract and pricing information;
- correspondence and communications;
- website usage information and analytics data.

We may collect information directly from customers, retailers, metering providers, distributors, publicly available sources, or authorised third parties.

2. Purpose of Collection

Baseline Energy collects, uses and holds information for purposes including:

- (a) assessing customer energy requirements;
- (b) sourcing, negotiating and managing energy and metering arrangements;
- (c) obtaining pricing, quotations and contract offers from retailers and service providers;
- (d) facilitating energy procurement and advisory services;
- (e) managing customer relationships and communications;
- (f) fulfilling contractual and compliance obligations;
- (g) improving our services and operational processes; and
- (h) complying with applicable laws and regulatory requirements.



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3. Disclosure of Information

Baseline Energy may disclose information where reasonably necessary to provide services or conduct energy procurement activities.

Information may be disclosed to:

- electricity retailers;
- metering providers and Metering Coordinators;
- electricity distributors and network operators;
- software and technology service providers;
- professional advisers including legal, accounting and compliance advisers;
- contractors or service providers assisting our business operations; and
- government or regulatory bodies where required by law.

By engaging Baseline Energy, customers authorise us to disclose relevant information to third parties for the purpose of obtaining pricing, managing energy arrangements, and providing associated services.

While Baseline Energy takes reasonable steps to ensure third-party providers handle information appropriately, we are not responsible for the privacy or security practices of external organisations once information has been disclosed in accordance with customer authority or legal requirements.

4. Storage and Security

Baseline Energy takes reasonable steps to protect information from misuse, interference, loss, unauthorised access, modification or disclosure.

Information may be stored electronically using secure cloud-based systems and software platforms utilised in the operation of our business.

Security measures may include:

- password-protected systems;
- restricted user access;
- secure document storage;
- cybersecurity and antivirus protections; and
- secure disposal of information where appropriate.

5. Access and Correction

Customers may request access to personal information held by Baseline Energy and may request corrections where information is inaccurate, incomplete or out of date.

Requests should be made in writing using the contact details below.



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6. Website and Analytics

Our website may collect limited technical information including browser type, IP address, pages visited and website usage data through cookies or analytics tools.

This information is used to improve website functionality, user experience and business operations.

Users may disable cookies through their browser settings.

7. Retention of Information

Baseline Energy may retain information for as long as reasonably necessary to provide services, comply with legal obligations, resolve disputes, or maintain business records.

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

8. Complaints and Contact Details

If you have any questions, requests or complaints regarding this Privacy Policy or the handling of your information, please contact:

Baseline Energy Pty Ltd

Email: team@baselineenergy.com.au

Website: www.baselineenergy.com.au

We will take reasonable steps to investigate and respond to privacy complaints in a timely manner.

9. Changes to this Policy

Baseline Energy may update this Privacy Policy from time to time.

The latest version will be made available on request or published on our website.

10. Compliance

This Privacy Policy is intended to align with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).