



Y.E.S. Energy (SA)

Credit Reporting Policy

Version 1:

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GLOSSARY

This glossary will assist in understanding the terms and phrases used in this document.

- **Credit Reporting Body or CRB** means a Credit Reporting Body as defined in the CR Code. This is the same entity that is also referred to in the Privacy Act 1988 as a 'Credit Reporting Business'. The CRB used by Y.E.S. Energy is Equifax;
- **Credit Information** means personal information about an individual which relates to their credit profile;
- **Credit Provider** means 'Credit Provider' as defined in section 6G(2) of the Privacy Act 1988 and includes organisations or small business operators that carry on a business, in the course of which the supplier provides credit in connection with the supply of services and the repayment is deferred for at least 7 days. In this respect, Y.E.S. Energy is a Credit Provider. This Credit Reporting Policy only applies to Y.E.S. Energy when acting as a Credit Provider;
- **CR Code** means the Privacy (Credit Reporting) Code 2014 (Version 2), a regulatory instrument under the Privacy Act 1988 which sets out in detail a range of matters relating to credit information, including the obligations of Credit Providers like Y.E.S. Energy;
- **CR Policy** means a Credit Reporting Policy satisfying the requirements of the Privacy Act 1988 and the CR Code. This document is Y.E.S. Energy's CR Policy;
- **Customer Hardship Program** means the program, required by the National Energy Retail Law, designed to support residential customers who are experiencing financial hardship. Details of Y.E.S. Energy's Customer Hardship Program are provided in the Y.E.S. Energy Customer Hardship Policy (available on request);
- **Y.E.S. Energy Compliance Policy** means the document (available on request) which sets out Y.E.S. Energy's overall compliance management system;
- **Y.E.S. Energy Complaints and Dispute Resolution Procedure** means the document (available on request) which sets out Y.E.S. Energy's approach to dispute resolution and complaint handling, including complaints or disputes relating to credit information. This document is also known as the Y.E.S. Energy Standard Complaints and Dispute Resolution Procedures;
- **Y.E.S. Energy Risk Management Policy** means the document which sets out Y.E.S. Energy's approach to managing risk, including the risk of customer non-payment (retail credit risk);

1. Introduction

- 1.1 This Credit Reporting Policy (**CR Policy**) should be read in conjunction with Y.E.S. Energy (SA)'s (**Y.E.S Energy**) Privacy Policy. Other related policies include Y.E.S. Energy's Compliance Policy, Risk Management Policy and Complaints and Dispute Resolution Procedure.
- 1.2 The CR Policy sets out:
 - a. the types of personal information that Y.E.S. Energy may collect, hold, use and disclose that relate to a customer's (your) credit eligibility (credit information);
 - b. the way in which Y.E.S. Energy collects, holds, uses or discloses credit information;
 - c. the purposes for which Y.E.S. Energy collects credit information;
 - d. the other entities and businesses with whom Y.E.S. Energy may share or exchange your credit information;
 - e. your right to request a correction of your credit information if it is considered inaccurate;
 - f. the process that the customer (you) should follow if you are unsatisfied with the way in which Y.E.S. Energy has dealt with your credit information;
 - g. the process for updating the CR Policy from time-to-time.

2. Types of Credit Information

- 2.1 Y.E.S. Energy may collect, hold, use and disclose a range of credit information and related personal information. This includes:
 - a. your name, sex, date of birth, current address and previous addresses;
 - b. your current employer;
 - c. your driver's licence number;
 - d. previous credit applications and related information such as the amount and type of credit requested;
 - e. credit limits;
 - f. previous information requests to Credit Reporting Bodies (CRBs) made by other Credit Providers and insurers;
 - g. current and previous Credit Providers (such as other energy retailers), as well as the terms of those credit arrangements;
 - h. permitted payment default information;
 - i. information related to serious credit infringement or potential serious credit infringement;
 - j. court judgment information;
 - k. publicly available credit information;
 - l. specified insolvency information from the National Personal Insolvency Index; and,
 - m. any credit score or credit risk assessment received from a CRB.

3. Y.E.S. Energy's Purpose in Collecting, Holding, Using and Disclosing Credit Information

- 3.1 Y.E.S. Energy may collect, hold, use and disclose your credit information in order to:
 - a. manage Y.E.S. Energy's exposure to customer late payment or non-payment;
 - b. recover overdue amounts, in accordance with the National Energy Retail Law and associated regulations and rules;

- c. maintain accurate customer records;
 - d. help assess your requests for assistance, including in relation to the Y.E.S. Energy Customer Hardship Program (for more information see Y.E.S. Energy's Customer Hardship Policy);
 - e. comply fully with Y.E.S. Energy's legal and regulatory obligations.
- 3.2 Y.E.S. Energy may share your credit information with a range of individuals and entities. This includes:
- a. other Credit Providers, including other authorised energy retailers;
 - b. third party businesses that are used to support Y.E.S. Energy's business, such as customer service businesses with which Y.E.S. Energy contracts or consultants;
 - c. lawyers, courts, tribunals and regulatory authorities as obligated or permitted to do so by law;
 - d. Y.E.S. Energy's insurers;
 - e. debt purchasing businesses;
 - f. anyone else that you authorise Y.E.S. Energy to share your information with such as your representatives.

4. Credit Reporting Bodies

- 4.1 Y.E.S. Energy may exchange credit information with CRBs, in accordance with the Privacy Act 1988, the CR Code and any other applicable regulations in order to:
- a. assist CRBs in conducting credit assessments;
 - b. assess your application for credit or changes to your credit arrangements;
 - c. help collect overdue amounts;
 - d. create assessments and ratings of your credit-worthiness.
- 4.2 Exchanging credit information with CRBs may affect your ability to obtain credit in the future.
- 4.3 The CRB that Y.E.S. Energy may disclose information to is Equifax. They can be contacted through their online form at www.equifax.com.

5. Storage of Credit Information

- 5.1 Credit information is stored electronically and in hard copy form. Y.E.S. Energy will take reasonable steps to ensure that this information is stored securely in accordance with the Y.E.S. Energy Privacy Policy and the requirements of the Privacy Act 1988. Where information is no longer required by us, Y.E.S. Energy will take reasonable steps to destroy or de-identify that information.

6. Accessing Credit Information

- 6.1 Under the Privacy Act 1988 and the CR Code you have the right to access the credit information which Y.E.S. Energy holds and to advise us if you consider it inaccurate. Y.E.S. Energy will consider any request by you to revise that information and advise you of any actions Y.E.S. Energy takes. If you make such a request, you may be asked to:
- a. fill out an Information Request Form;
 - b. verify your identity in writing, and/or;
 - c. if the inquiry involves extensive administration time or resources, pay a fee. If this is the case, Y.E.S. Energy will advise the likely cost in advance and can help refine your request if required.

6.2 In some circumstances you may be refused access to or correction of your credit information (such as where it would be unlawful or where it would have a significant impact on the privacy of others). In those cases, Y.E.S. Energy will provide you with the reasons for refusal and your request will be recorded.

7. Complaints and Disputes

7.1 If you think that any action taken by Y.E.S. Energy breaches this CR Policy, the Privacy Act or the CR Code, or otherwise wish to make a complaint or lodge a dispute, you may make that complaint or lodge that dispute directly with Y.E.S. Energy by contacting Y.E.S. Energy at:

Lot 41 Sturt Hwy, Paringa SA 5340.
1300 777 937

info@yesenergysa.com.au

7.2 Y.E.S. Energy will endeavour to respond promptly to your complaint. More details about Y.E.S. Energy's complaints and dispute process generally are set out in the Y.E.S. Energy Complaints and Dispute Resolution Procedure.

7.3 If Y.E.S. Energy does not resolve complaints to your satisfaction, you may contact:

In New South Wales: **Energy & Water Ombudsman NSW**
at www.ewon.com.au and on 1800 246 545;

In South Australia: **Energy & Water Ombudsman SA**
at <https://ewosa.com.au/> and on 1800 665 565.

In Queensland: **Energy & Water Ombudsman Queensland**
at www.ewoq.com.au and on 1800 662 837.

7.4 You may also contact the **Office of the Australian Information Commissioner**
at www.oaic.gov.au and on 1300 363 992.

8. Updates to this policy

8.1 Y.E.S. Energy's CR Policy will be reviewed from time to time and updated to take into account changes in other policies of Y.E.S. Energy, new laws and regulations and changes in Y.E.S. Energy's business.



Version Control

Version	Amendment	Author and Date
Version 1		CQ 20.11.2019