

2024

NeoGrids Credit Reporting Policy



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1. Introduction

This document outlines the Credit Reporting Policy of NeoGrids Pty Ltd (ABN 82 676 127 843) and its affiliated entities. It details how we, or one of our affiliated entities manage your credit-related information and ensures compliance with the Privacy Act 1988 (Cth) (Privacy Act).

2. What Information We Collect

NeoGrids may collect credit-related information about you, including:

- Your name and contact details;
- Your credit history, including any repayments or late repayments you have made;
- Information regarding your credit applications and the outcomes;
- Credit scores or assessments generated by us or received from credit reporting agencies; and
- Publicly available information regarding your creditworthiness, such as bankruptcy records or court judgments.

3. How We Collect Your Credit-Related Information

NeoGrids may collect this information directly from you (e.g., via application forms or service provider channels) or from third parties, including credit reporting bodies and other credit providers as a part of our evaluation process and as set out in our Privacy Policy.

We may also collect credit information from joint account holders, past records, and publicly accessible sources.

4. How We Hold Your Credit-Related Information

NeoGrids ensures that your credit-related information is securely stored in protected electronic systems. We implement various security measures to prevent unauthorised access, misuse, or disclosure of this information. We do not currently hold credit-related information overseas. If your credit-related information is held overseas in the future we will update this collection statement.

5. Reasons for Collecting, Storing, Using, and Sharing Credit Information

NeoGrids handles your credit-related information for several key purposes:

- To evaluate your creditworthiness and make informed decisions regarding credit provision;

- To process your credit applications and manage any credit provided to you;
- To participate in the broader credit reporting framework;
- To analyse risk and manage our credit portfolio;
- To recover any outstanding debts owed to us; and
- To fulfill our legal and regulatory duties.

NeoGrids may share your credit-related information with credit reporting agencies to obtain creditworthiness data or report defaults. We may also share this information with service providers, debt collection agencies, legal advisors, and guarantors involved in the credit process.

6. Role of Credit Reporting Agencies

Credit reporting agencies collect and manage credit-related data, which they use to provide services to their clients. These agencies may include your information in reports provided to other credit providers, aiding them in assessing your creditworthiness.

7. Accessing and Correcting Your Credit Information

You have the right to access the credit-related information NeoGrids holds about you. If you find any inaccuracies, you may request corrections. NeoGrids will respond to such requests within 30 days (or a longer period if agreed) and make necessary corrections if the information is found to be inaccurate or misleading.

8. When We Share Your Credit-Related Information with Third Parties

NeoGrids may share your credit-related information to:

- Credit reporting bodies that collect and use credit-related information to provide services to their customers;
- Debt collectors, credit management agencies, and other third parties that provide credit-related services to us;
- Other energy providers that provide or are considering providing credit to you;
- A third party acting as a guarantor for any credit provided to you;
- Third parties in cases where we assign your debt.

9. What Happens if Your Credit Application is Denied

If your credit application is denied based on information from a credit reporting agency, we will inform you of the decision and provide the contact details of the relevant agency along with any additional required information.

10. How to Make a Complaint

If you believe NeoGrids has not adhered to its obligations under the Privacy Act or the Credit Reporting Code, you can file a complaint with us. We will acknowledge your complaint within seven (7) days and resolve it within 30 days, unless a longer period is agreed upon. If you are dissatisfied with our resolution, you can escalate the matter to an external dispute resolution body or the Office of the Australian Information Commissioner (OAIC).

12. Reporting Fraud or Identity Theft

If you believe you have been a victim of fraud or identity theft, you can contact the credit reporting bodies directly and ask them not to disclose your credit-related information.

13. How to Contact Us

For inquiries, corrections, complaints, or to obtain a copy of this policy, you can reach NeoGrids using the following details:

Mailing Address:

NeoGrids Pty Ltd
Level 19,
180 Lonsdale Street
Melbourne VIC 3000

Email: support@neogrids.com.au

Phone: 03 6316 5000

14. Contacting Credit Reporting Agencies

You can also reach out to the credit reporting agencies NeoGrids collaborates with using the contact details below:

Equifax Australia
PO Box 964, North Sydney NSW 2059
Phone: 13 83 31
Web: www.equifax.com.au