

TICKD

Privacy Policy

www.tickd.com.au

Last updated: [INSERT DATE]

Our Commitment to Your Privacy

At Tickd (www.tickd.com.au), we are committed to protecting the privacy of our customers and website visitors. We collect and handle personal information responsibly and in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy explains what personal information we collect, why we collect it, how we use and protect it, and your rights in relation to it. Please read it carefully.

If you have any questions, contact us at info@tickd.com.au. We will respond within 2 business days.

1. About Us

Tickd Pty Ltd (referred to as 'Tickd', 'we', 'us' or 'our' in this policy) operates the online business energy comparison platform at www.tickd.com.au. Our platform enables Australian business customers to obtain comparison quotes for energy and other business products and services from our partner suppliers, and to manage those supply contracts through their Tickd online account.

We are the entity responsible for the personal information we collect and hold. Our contact details are:

Website	www.tickd.com.au
Email	info@tickd.com.au
Privacy enquiries	info@tickd.com.au (mark your email: 'Privacy')

2. Scope of This Policy

This policy applies to personal information we collect from:

- visitors to www.tickd.com.au
- business customers who register for a Tickd account
- individuals who are representatives or contacts of our business customers
- individuals living at or associated with any premises for which a quote or supply contract is sought through our platform

Our platform is intended for use by businesses and their authorised representatives. It is not directed at consumers for domestic household use. Our services are not directed to persons under 18 years of age, and we do not knowingly collect personal information from anyone under 18. If we become aware that we have collected personal information from a person under 18, we will delete it promptly. If you believe a person under 18 has provided us with their information, please contact us at info@tickd.com.au.

This policy does not apply to personal information held by our partner suppliers about their customers. Once you enter into a supply contract with a partner supplier, that supplier is responsible for personal information they hold about you under their own privacy policy.

3. Personal Information We Collect

We collect personal information that is reasonably necessary for our functions as a business energy comparison and account management platform. The categories of personal information we collect are set out below.

3.1 Information You Give Us Directly

Identity information	Your name, and the name of your business or organisation.
Contact details	Email address, phone number, physical and billing address.
Supply address details	The address(es) at which energy or other services are to be supplied.
Meter information	Electricity and gas meter details including National Meter Identifier (NMI), Meter Installation Reference Number (MIRN), meter serial numbers and meter registers.
Account information	Your Tickd account log-in details (excluding passwords, which are stored only in encrypted form), account preferences and activity history.
Quote and contract data	Details of quotes you request and any supply contract you choose to proceed with, including contract duration, pricing, tariff and delivery information.
Customer input data	Meter readings or other usage information you submit through your Tickd account to pass to a partner supplier.
Special needs information	Information about special needs or vulnerability programs (such as Life Support or Hardship programs) that you choose to disclose, where required for the purposes of a supply contract.
Communications	Records of correspondence between you and us, including emails and web chat messages.

3.2 Information We Collect Automatically

Website usage data	Details of your visits to our website, including IP address, browser type, pages visited, time and duration of visits, and device information.
Cookies and pixels	Information collected via cookies, pixels and similar technologies. See Section 7 (Cookies and Tracking) for details.
Account activity	Log-in history, account access records and activity within your Tickd account.

3.3 Information We Receive From Third Parties

Address and meter verification	We may verify supply address and meter details against industry databases through third-party verification services.
Partner supplier data	Where you have a supply contract with a partner supplier and that supplier has set up a data integration with Tickd, we may receive supply contract information from the supplier's systems (such as account status, tariff information, billing data, contract expiry dates and meter readings) to display in your Tickd account.

3.4 Sensitive Information

Special needs or vulnerability program information (such as Life Support registration) may constitute sensitive information under the Privacy Act 1988 (Cth). We will only collect this type of information with your consent, and we will use it solely to pass through to your chosen energy supplier as required for the purposes of your supply contract. We will not use it for any other purpose.

4. How We Use Your Personal Information

We use personal information only for the purposes for which it was collected, or for directly related purposes that you would reasonably expect. Our primary purposes are:

4.1 Providing Our Platform and Services

- Creating and managing your Tickd account
- Providing energy and other business product comparison quotes
- Verifying your supply address and meter details against industry records
- Generating and presenting supply contract documents for your chosen partner supplier
- Uploading your details and contract offer to your chosen partner supplier's systems
- Displaying supply contract information from partner suppliers in your Tickd account
- Sending you renewal reminders and expiry notifications for supply contracts
- Passing meter readings or usage information you submit to your partner supplier

- Passing special needs or vulnerability program information to your energy supplier where required

4.2 Account Security and Platform Operations

- Authenticating your identity when you log in
- Monitoring account access to detect and prevent unauthorised access
- Maintaining security of your Tickd account and our platform
- Diagnosing and resolving technical problems

4.3 Communications

- Responding to your enquiries and support requests
- Sending you service-related notifications (such as account updates and contract alerts)
- Sending marketing communications — but only if you have opted in to receive them. You can opt out at any time by clicking unsubscribe in any marketing email or by contacting us at info@tickd.com.au

4.4 Improving Our Platform

- Analysing website usage patterns to improve the design and functionality of our platform
- Generating aggregated, de-identified analytics and reports (which cannot identify you)

4.5 Legal and Compliance Purposes

- Complying with our legal obligations
- Establishing, exercising or defending legal claims
- Responding to lawful requests from government or law enforcement agencies

5. Disclosure of Your Personal Information

We do not sell, rent or trade personal information. We only disclose personal information in the circumstances described below.

5.1 Partner Suppliers

When you choose to proceed with a quote and make an offer to a partner supplier to enter into a supply contract, we will disclose to that partner supplier the personal information necessary to process your contract offer. This includes your identity details, contact details, supply address, meter information, quote details and contract documentation. That partner supplier will then hold and process your information as a separate entity under their own

privacy policy. We encourage you to read the relevant supplier's privacy policy before proceeding.

5.2 Service Providers

We engage third-party service providers to assist us in operating our platform. These providers may handle personal information on our behalf and are required by contract to handle that information in accordance with Australian privacy law and our instructions. They are not permitted to use your information for their own purposes. Our current categories of service provider include:

- Platform software and hosting providers
- Address and meter detail verification services
- Electronic contract signing services (such as DocuSign)
- Data analytics providers
- Business operations software providers (including email and cloud office tools)

5.3 Legal and Regulatory Disclosures

We may disclose personal information where we are required or permitted to do so by law, including in response to a court order, subpoena, warrant or request from a law enforcement or regulatory authority. We may also disclose information where we reasonably believe disclosure is necessary to protect the rights, property or safety of Tickd, our customers or others.

5.4 Business Transfers

If Tickd undergoes a change of control, merger, sale of assets or similar transaction, personal information we hold may be transferred to the incoming entity as part of that transaction, subject to appropriate confidentiality obligations.

6. Overseas Disclosure of Personal Information

To deliver our services, some of your personal information may be transferred to, or accessed by, recipients located outside Australia. This occurs because:

- Our platform software and databases are hosted and supported by providers who may operate servers or support functions outside Australia
- We use cloud-based business tools (including email and document management software) that may store information on servers located overseas
- Some of our service providers or their sub-processors are based in countries including the United Kingdom, the United States and the Republic of Ireland

Before disclosing your personal information to overseas recipients, we take reasonable steps to ensure those recipients handle your information in a manner consistent with the

Australian Privacy Principles. Where we cannot reasonably ensure this, we will seek your consent to the overseas disclosure.

By providing your personal information to us and using our platform, you acknowledge that your personal information may be transferred overseas in the circumstances described in this section.

7. Cookies and Tracking Technologies

Our website uses cookies, pixels and similar tracking technologies. A cookie is a small text file placed on your device when you visit our website. We use these technologies to:

- Analyse website traffic and understand how visitors use our site
- Remember your preferences and keep you logged in to your account
- Monitor the performance and security of our platform
- Serve relevant advertisements through third-party services such as Google Ads and similar platforms — these ads may appear on our website or on other websites you visit

Cookies do not access other information stored on your device. You can configure your browser to refuse cookies, though this may limit some features of our website. You can also opt out of interest-based advertising through the settings provided by advertising networks.

For detailed information about the cookies we use and how to manage them, please see our Cookie Policy at www.tickd.com.au/cookies.

8. Security of Your Personal Information

We take reasonable steps to protect your personal information from misuse, interference, loss, and from unauthorised access, modification or disclosure. Our security measures include:

- Encrypted storage of account passwords — we do not store passwords in plain text
- Encrypted transmission of data between your browser and our platform (SSL/TLS)
- Access controls limiting access to personal information to authorised personnel only
- Secure server infrastructure for our platform and databases
- Contractual obligations on service providers to maintain appropriate security standards

No method of transmission over the internet or electronic storage is completely secure. While we strive to protect your personal information, we cannot guarantee absolute security.

8.1 Notifiable Data Breaches

We are subject to the Notifiable Data Breaches (NDB) scheme under Part IIIC of the Privacy Act 1988 (Cth). If we become aware of a data breach that is likely to result in serious harm to any individual whose personal information is involved, we will notify the affected individuals and the Office of the Australian Information Commissioner (OAIC) as soon as practicable.

9. Retention and Deletion of Personal Information

We retain your personal information for as long as is necessary to fulfil the purposes for which it was collected, including to provide our services to you and to meet our legal, accounting and compliance obligations.

Account information	Retained for the duration of your account with us, and for 7 years after the closure of your account or your last interaction with us, for legal and accounting purposes.
Supply contract data	Retained for 7 years after the end of your last supply contract or interaction with us.
Partner supplier CRM data	We do not permanently store live contract data retrieved from partner supplier systems — this is retrieved each time you access your account. Contract expiry and consumption data used for renewal purposes is stored and deleted on termination of your account.
Website usage data	Anonymised or aggregated analytics data may be retained indefinitely. Identifiable usage data is retained for up to 2 years from your last visit.
Marketing preferences	Retained until you opt out or withdraw consent, after which we will retain a record of your opt-out.

When personal information is no longer required, we will take reasonable steps to destroy or permanently de-identify it in accordance with APP 11.2.

10. Your Privacy Rights

Under the Privacy Act 1988 (Cth) and the Australian Privacy Principles, you have the following rights in relation to personal information we hold about you.

10.1 Right of Access (APP 12)

You have the right to request access to the personal information we hold about you. We will respond to your request within 30 days. We will provide access unless a ground for refusal under APP 12.3 applies, in which case we will give you written reasons.

To request access, contact us at info@tickd.com.au (mark your email: 'Privacy — Access Request').

10.2 Right to Correction (APP 13)

If you believe that personal information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, you may ask us to correct it. You can update many details directly by logging into your Tickd account. Alternatively, contact us at info@tickd.com.au (mark your email: 'Privacy — Correction Request') and we will respond within 30 days.

10.3 Marketing Opt-Out

You can opt out of receiving marketing communications from us at any time by clicking the unsubscribe link in any marketing email, or by contacting us at info@tickd.com.au. We will action your request promptly.

10.4 Withdrawing Consent

Where we rely on your consent to collect or use your personal information (for example, for special needs information or marketing), you may withdraw that consent at any time by contacting us at info@tickd.com.au. Withdrawal of consent may mean we are unable to provide certain services to you.

11. Privacy Complaints

If you have a concern or complaint about how we have handled your personal information, we encourage you to contact us first so we can try to resolve the matter.

Step 1 — Contact Tickd

Send your complaint to info@tickd.com.au (mark your email: 'Privacy Complaint'). Please describe your concern in as much detail as possible. We will acknowledge your complaint within 5 business days and aim to resolve it within 30 days.

Step 2 — Contact the OAIC

If you are not satisfied with our response, or if we have not responded within 30 days, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

Website	www.oaic.gov.au
Phone	1300 363 992
Post	GPO Box 5218, Sydney NSW 2001

12. Links to Other Websites

Our website may contain links to third-party websites. These links are provided for your convenience only. We are not responsible for the privacy practices of those websites and this policy does not apply to them. We encourage you to read the privacy policy of any website you visit.

13. Changes to This Policy

We may update this policy from time to time to reflect changes in our practices or in applicable law. When we do, we will update the 'Last updated' date at the top of this policy and post the updated version at www.tickd.com.au/privacy. We may also notify you of material changes by email or by a notice in your Tickd account. We encourage you to review this policy periodically.

14. Contact Us

If you have any questions, concerns or requests relating to this policy or how we handle your personal information, please contact us:

Tickd

Website: www.tickd.com.au

Email: info@tickd.com.au

Response time: within 2 business days

For privacy-specific requests, please mark your email with one of the following:

- 'Privacy' — general enquiries
 - 'Privacy — Access Request' — to request access to your personal information
 - 'Privacy — Correction Request' — to request correction of your personal information
 - 'Privacy Complaint' — to lodge a formal complaint
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— End of Tickd Privacy Policy —

This document should be reviewed by qualified Australian privacy law counsel before publication.