

Privacy Policy-Beon

Table of Contents

Introduction	1
What's in this policy?	1
What does this policy cover?	1
Relevant legislation	1
To whom does the policy apply?	1
When will the policy be reviewed?	1
About Beon	2
What is 'personal information'?	2
How we collect personal information	2
Customers, contractors, visitors, recruitment and employment	3
Recruitment and employment	4
How we use your personal information	5
When we use your details to contact you	5
Information we might share with others	5
Transfer of your personal information to other countries	6
AI and Automated Decision Making	6
How we secure your personal information	7
Your choices about your personal information	7
Your right to access your personal information	7
Your right to correct your personal information	7
Our feedback and complaints process	8
Our contact details	8
Document control	8

Introduction

Energy Solutions Pty Ltd trading as Beon Energy Solutions (ABN 32 610 914 059) and Beon NZ Limited (NZBN 9429051598976) (together Beon, us, we or our) views the protection of an individual's privacy (you, your) as an integral part of its commitment to deliver safe, innovative and quality energy solutions that exceed our stakeholder expectations. This document outlines our policies relating to the management of personal information as required by applicable Privacy Law (as defined below).

What's in this policy?

This Privacy Policy (**Policy**) tells you:

- the information Beon might collect about you
- how we might use that information
- when we might use your details to contact you
- what information we might share with others
- the steps we take to keep your personal information secure
- your choices about the personal information you give us
- how you can access or correct the personal information that we hold about you
- our complaints process and how best to contact us

What does this policy cover?

This Policy sets out Beon's personal information handling practices in compliance with applicable laws that protect your privacy.

This document is made available for the purpose of providing you with an understanding of how Beon collect, use and manage the personal information that we receive and collect.

Relevant legislation

In this Policy, **Privacy Law** means:

(a) In respect of information collected by Beon NZ Limited, the Privacy Act 2020 (NZ) and the Information Privacy Principles, together with any codes of practice issued under it (including, where applicable, the Health Information Privacy Code 2020 and the Biometric Processing Privacy Code 2025); or

(b) In respect of information collected by Energy Solutions Pty Ltd, the Privacy Act 1988 (Cth), including the Australian Privacy Principles, and any regulations issued under the Act.

To whom does the policy apply?

The Policy has been adopted by Beon and applies to all people working within Beon. This includes our employees, contracted service providers and those on work experience.

When will the policy be reviewed?

This Policy will be reviewed biennially, or following legislative change, whichever comes sooner.

Any changes to this Policy will be published on our website. You may obtain a copy of our current Policy or contact our Privacy Officer via the details set out at the end of this Policy.

About Beon

Beon deliver safe, innovative and quality energy solutions across Australia and New Zealand.

Our role is to deliver safe, innovative and quality energy solutions that exceed our stakeholder expectations.

Our key functions include delivery of Asset Management, Project Management, Design, Construction and Maintenance services.

More information about Beon can be found [here](#).

What is ‘personal information’?

Personal information includes a broad range of information about an individual that could identify or reasonably identify an individual. What amounts to personal information will vary, depending on the circumstances.

For example, personal information may include:

- an individual’s name, signature, address, and contact information
- employee record information
- photographs
- internet protocol (IP) addresses
- sensitive information, including voice print and facial recognition biometrics (because they collect characteristics that make an individual’s voice or face unique)
- location information from a mobile device (because it can reveal user activity patterns and habits).

More information about the types of personal information that Beon handle is set out below.

How we collect personal information

We collect personal information that is reasonably necessary for carrying out our functions or activities, or where the collection is otherwise authorised by you or Privacy Law.

We collect personal information directly from you unless it is unreasonable or impracticable to do so. We typically collect information directly from individuals when they visit our sites, or contact us directly via our contact centres, our websites and online platforms, and social media platforms.

However, due to the nature of our business, we may receive personal information about individuals indirectly – for example, from electricity retailers, lines companies and other electricity market participants, recruitment agencies and referees, labour hire providers, technology service providers and site-management platforms, and other third parties from time to time. Where we collect personal information about you from a third party, we will take reasonable steps to ensure you are aware of the collection, the purpose for which it is being collected, the intended recipients, our contact details, the legal basis on which we are authorised or required to collect it, and your rights to access and correct it, unless an exception applies under Privacy Law.

Providing your personal information to us is voluntary. However, if you do not provide it, we may be unable to provide our services to you, grant you site access, or progress your job application (as applicable).

Customers, contractors, visitors, recruitment and employment

Information we receive about you

We receive personal information about:

- customers, such as when they request a service from us
- contractors and suppliers, such as when we are considering purchasing from them, or they visit our sites or offices
- visitors to our work sites and offices
- employees and job applicants
- other individuals, such as individuals who are engaged by our customers, suppliers, shareholders and other business partners

When we receive personal information either directly or via another relevant party, we collect some or all of the following types of personal information:

- your name, telephone number and email address
- your postal address
- the address at which our service is provided, and its National Metering Identifier (**NMI**) or Installation Control Point (**ICP**) identifier (as applicable). An NMI or ICP is a unique number for the electricity connection at the address
- the types of products and services that have been requested
- evidence of qualifications, training, licences and accreditations, to work on our sites or otherwise interact with us
- emergency contact details
- details of any relevant medical conditions, results of drug and alcohol testing and health screening information
- any other information reasonably necessary for us to provide our products and services.

Information that we collect directly from you

In addition to the above, Beon also collect information about you through your interactions with us via our contact centre, our websites and online platforms, and social media. This information may include:

- name and contact details
- details and information in relation to feedback and complaints
- usage information and energy consumption profiles
- information and material regarding a claim for compensation if you think you have suffered loss
- where payments to Beon are required, any relevant financial details.

When you call us your telephone call may be recorded for quality, verification, security and compliance purposes. If you do not wish your call to be recorded, please advise us at the time of your call.

We may also derive new personal information about you, such as insights about your electricity consumption, by aggregating various categories of personal information which we hold about you, including smart meter data.

Our websites

Beon websites use Google Analytics, a web analytics service provided by Google Inc. (Google). Reports obtained from Google Analytics are used to help improve the efficiency and usability of our websites. Google Analytics use first-party cookies to help analyse how users use our websites. The information generated by the cookie about this (including IP addresses) will be transmitted to and stored by Google on servers around the world.

Google uses this information for the purpose of evaluating the use of our websites, compiling reports on website activity for site operators and providing other services related to website activity and internet usage. Google will not associate user IP addresses with any other data held by Google. You can 'opt out' of the collection of information via Google Analytics by downloading the Google Analytics Opt-Out Browser Add On.

Social media

We use social networking services such as Twitter, Facebook and YouTube, in addition to traditional methods, to connect with our audience. These include responding to customer enquiries and feedback. Any personal information collected from social media sites will be handled in accordance with this Policy.

The social networking service will also handle your personal information for its own purposes. These sites have their own privacy policies, and we recommend you read these also.

Recruitment and employment

If you apply for a job with us, we will collect some or all the following personal information and health information from you:

- your name and contact details
- the details in your employment application
- a copy of your curriculum vitae and employment history
- evidence of entitlement to work for us
- details of any relevant medical conditions
- other personal information relevant to your application (including details of any relevant medical conditions).

If your application is successful and you are employed by us, we may collect additional personal and health information from you where it is necessary for us to do so. For example, we may collect health information about an employee when investigating a health and safety incident or when a person discloses to us personal or health information in circumstances where their capacity to perform their role is affected.

GPS technology in equipment (such as vehicles and plant) used by employees and contractors performing work in the field may be activated and accessed by us to obtain location information during declared fire danger, emergency, severe weather or similar events (which, in Australia, include Code Red Days, Total Fire Ban Days and Escalation Events). This information will not be used other than to locate individuals for their health and safety and to allocate them to the most appropriate location during such events, and will not be retained.

How we use your personal information

In general, we use your personal information to:

- identify you as an individual who is interacting with us
- provide and maintain services to our customers
- improve services provided to our customers
- verify your identity and validate your requests for interactions with us
- validate your requests for access to our online portal/s and systems (including site-monitoring systems)
- consider your application for employment
- verify your identity, credentials, qualifications
- manage access, safety and security risks, such as site access, IT security, management of vehicles and plant
- comply with our legal and/or contractual obligations where required or authorised by law, which may include emergency situations and assisting law enforcement agencies.

We may also use your personal information for auditing, management, or statistical purposes. This includes using your personal information in an aggregated and de-identified form for research and analysis. On these occasions we will use the data to analyse and examine trends and demographics to help us offer improved services.

We will not use your personal information other than as set out above unless permitted by Privacy Law or where authorised by you.

When we use your details to contact you

We may contact you to:

- notify you about emergencies, unplanned outages, faults, or interruption to supply of power
- keep you informed about the products and services that we can offer that might be relevant to you, and to seek your opinion on matters related to our products and services. These may continue after you cease to acquire services from us
- share electricity-related educational or safety awareness campaigns
- where we are permitted to do so by law, promote and market our products and services to you including through telephone and electronic methods such as email, SMS, and websites
- respond to, investigate, or resolve an enquiry or complaint
- discuss your application for employment.

Some of the examples above may constitute direct marketing. If you do not want us to use your personal information for direct marketing activities, please contact us via the details set out at the end of this Policy.

Information we might share with others

We may disclose your personal information to:

- our agents, contractors and service providers who we contract with to provide and improve services

- service providers and other third parties that provide products or services to us (including our technology service providers, data analytics service providers and other business or administration service providers)
- electricity retailers, lines companies and other electricity market participants (such as the Australian Energy Market Operator (AEMO) or New Zealand electricity market participants, as applicable) to ensure they have sufficient information for connecting, registering and billing customers
- in the case of potential employees, our psychometric testing service providers, medical providers, employment agency and recruitment suppliers, the Australian Department of Home Affairs or Immigration New Zealand (as applicable), and our external recruitment database service provider
- our related bodies corporate (including entities not operating as part of the Beon brands)
- any regulator, industry regulator, workers' compensation or health and safety regulator, government authority or agency (as applicable) who has the right to access our records or request information from us
- any other organisation or person where authorised by you or permitted by Privacy Law
- emergency services, law enforcement agencies or government departments in the event we believe there is a serious threat to life or health, in an emergency or where disclosure is required or authorised by law.

Transfer of your personal information to other countries

We may disclose your personal information to our agents, contractors and service providers that reside outside Australia or New Zealand. We may also disclose your personal information to our parent companies that reside in Hong Kong for the purposes of internal audit reviews, business reporting and employee development and exchange opportunities.

In all instances we will take such steps as are reasonable in the circumstances to ensure that the overseas recipient of the personal information protects your personal information and only uses it for purposes set out in this Privacy Policy.

If an overseas recipient is not subject to a law, or binding scheme, that has the effect of protecting the information in a way that, overall, is at least substantially similar to the requirements set out in Privacy Law, we will take steps such as establishing contractual commitments from the overseas recipient as to the security and protection of your personal information.

AI and Automated Decision Making

Beon use a number of programs and applications which utilise machine learning and other artificial intelligence (AI)-based processes. AI tools may be used by Beon for a variety of functions, including to:

- transcribe and analyse calls and meetings
- analyse requests and queries raised with or by us, and allocate them to appropriate parts of our business for resolution
- verify information provided to us by contractors and other workers
- process applications for employment submitted to us
- create dashboards and reports of business information to inform decision making in the business
- provide general assistance to Beon staff.

The use of these AI tools may involve the processing of some personal information, including names, contact information, addresses, registration/licence numbers, information included in a job application and other information provided to us. Your personal information may also be used in conjunction with the outputs of these AI tools.

How we secure your personal information

We take reasonable steps to ensure the security of your personal information.

As far as practicable, we take measures to ensure that the information we collect, use or disclose is accurate, complete, relevant and up to date. We have also implemented technical, administrative, and physical security measures that are designed to protect your personal information from misuse, interference, and loss as well as unauthorised access, modification or disclosure. We routinely test and review the information security measures that we have in place.

Beon also have robust operational safeguards in place to protect personal information.

For example, all wireless links are encrypted, and encryption cannot be disabled.

Your choices about your personal information

Your right to access your personal information

You can request us to provide you with access to the personal information that we hold about you, noting that there are some circumstances in which we are not required to give you access.

There is no fee for making such a request; however, we may charge you a reasonable administrative fee for providing this access where permitted by Privacy Law. We will endeavour to respond to your request within 14 working days and in any event within any timeframe specified by Privacy Law. If we cannot give you access to the personal information, we will provide you with the reasons for our decision.

You can request access to the personal information we hold about you by contacting our Privacy Officer using the contact details set out at the end of this Policy.

Your right to correct your personal information

You have the right to request that Beon correct the personal information we hold about you. If we correct the personal information, we will take reasonable steps to notify those corrections to any entity to whom we have disclosed the personal information unless it is impracticable or unlawful to do so. We will take reasonable steps to attach any statement of correction you provide and to inform recipients of any correction or statement of correction.

If we do not correct your personal information, we will provide you with the reasons for our decision and take reasonable steps to associate a statement with the personal information believed to be inaccurate.

To request correction of your personal information, please contact our Privacy Officer using the details below.

Our feedback and complaints process

If you wish to provide feedback, or make a complaint, about the way we have handled your personal information (including any request for access or correction), please contact our Privacy Officer using the contact details noted below.

All complaints will be handled in line with our dispute resolution process.

If, after your discussions with one of our senior officers, you remain dissatisfied, you may refer your complaint to an applicable privacy regulator: (a) if you are in Australia, the Office of the Australian Information Commissioner (www.oaic.gov.au, 1300 363 992);

(b) if you are in New Zealand, the Office of the Privacy Commissioner (www.privacy.org.nz).

Nothing in this Privacy Policy limits or alters your rights under Privacy Law.

Our contact details

If you require more information about the way we manage personal information that we hold, or wish to request access to, or correction of, your personal information, please contact our Privacy Officer via:

Mail: Locked Bag 14090, Melbourne, VIC 8001 (Aus and NZ)

Telephone: 1800 770 191 (Aus) or +61 1800 770 191 (NZ)

E-mail: info@beon-es.com.au (Aus and NZ)

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Warning: hard copies of this document may not be the latest version. The most up-to-date document is located on the Beon website.