

**MARSHALL**

2023

**DATA &  
PRIVACY  
POLICY**

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# **DATA & PRIVACY POLICY**

## **1. ABOUT YOUR DATA AND INFORMATION PRIVACY**

1.1 ZECO Australian Energy Solutions Pty Ltd, ABN 91 169 556 745 trading as Marshall, (Marshall) respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. This policy sets out how we collect and treat your personal information.

1.2 "Personal information" or "information" is information we hold which is identifiable as being about you. This includes information such as your name, email address, identification number, or any other type of information that can reasonably identify an individual, either directly or indirectly. This may also include your business information.

1.3 You are welcome to contact us in writing at support@datamarshall.au for further information about this Privacy Policy.

## **2. HOW WE COLLECT YOUR INFORMATION (PERSONAL OR OTHERWISE)**

2.1 Marshall collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we engage in business activities with you, including when you use and access our products and services.

2.2 By providing us with personal information, you consent to the supply of that information subject to the terms of this Privacy Policy.

## **3. WHAT INFORMATION (PERSONAL OR OTHERWISE) IS COLLECTED**

3.1 Marshall will, from time to time, receive and store personal information you submit to our website or provided to us directly or given to us in other forms.

3.2 You may provide basic information such as your name, phone number, address and email address to enable us to send you information, provide updates and process your product or service order.

3.3 We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal

or business affairs, change your content or email preference, respond to surveys and/or promotions, or communicate with our customer support.

3.4 We may collect information while you're using, accessing or engaging with our products and services, including information that relates to you (such as your usage and consumption data, name and address) that we capture, generate or process using our algorithms within our products and services.

#### **4. HOW WE USE YOUR INFORMATION (PERSONAL OR OTHERWISE)**

4.1 Marshall may use personal information collected from you to provide you with information about our products or services. We may also make you aware of new and additional products, services and opportunities available to you.

4.2 Marshall will use personal information only for the purposes that you consent to. This may include to: (a) provide you with products and services during the usual course of our business activities; (b) administer and conduct our business activities; (c) communicate with you by a variety of measures including, but not limited to, by telephone, email, sms or mail; and (d) investigate any complaints or resolve product or service related issues

4.3 We may disclose your personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, legal proceedings or in response to a law enforcement agency request.

4.4 If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases.

#### **5. DISCLOSURE OF YOUR INFORMATION (PERSONAL OR OTHERWISE)**

5.1 Marshall will need to disclose your personal information to our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this privacy policy.

## **6. HOSTING OF DATA AND PROCESSING OF DATA THROUGH THIRD PARTIES**

6.1 Information that we collect may from time to time be stored, processed in or transferred between parties or sites located in countries outside of Australia. These include but not limited to data servers and hosts of such data servers and processing entities.

6.2 You acknowledge that personal data that you submit for publication through our website or services may be available, via the internet, around the world. We cannot prevent the use (or misuse) of such personal data by others.

## **7. SECURITY OF YOUR INFORMATION (PERSONAL OR OTHERWISE)**

7.1 Marshall is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we will endeavour our efforts in physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

7.2 The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

## **8. ACCESS TO YOUR INFORMATION (PERSONAL OR OTHERWISE)**

8.1 You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth), If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [support@datamarshall.au](mailto:support@datamarshall.au)

## **9. COMPLAINTS ABOUT YOUR PRIVACY**

9.1 If you have any complaints about our privacy practices, please feel free to send in details of your complaints to [support@datamarshall.au](mailto:support@datamarshall.au)

## **10. CHANGES TO PRIVACY POLICY**

10.1 Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

**MARSHALL**

[datamarshall.au](http://datamarshall.au)

03 4422 4455

[support@datamarshall.au](mailto:support@datamarshall.au)

**ZECO Energy**

6C/148 Chesterville Road,  
Moorabbin  
VIC Australia 3189

A.B.N 16 111 222 456